



Spectrum



The magazine of the British Security Industry Association • Issue 3 • 2018

Giant steps

How the industry is getting to grips with promoting a career in security to the next generation

Future proofing the industry

Changing perceptions to encourage young people into guarding

Skills for security

Raising awareness of how apprenticeships within the industry have changed for the better

Diverse, dynamic and dedicated

Recruiting tomorrow's police force

FUNDED APPRENTICESHIPS FROM THE SECURITY SECTOR'S SKILLS BODY

APPRENTICESHIPS FOR SECURITY FIRMS

- 🔒 Fire, emergency and security systems
- 👥 Team leader/supervisor
- 💬 Customer service

DON'T MISS OUT – DID YOU KNOW?

- ✓ Most programmes up to 90% funded
- ✓ Learners can be any age over 16
- ✓ Current employees can be retrained
- ✓ Programmes start all year round



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Editorial

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Foreword

Welcome to the latest edition of *Spectrum*, the magazine of the British Security Industry Association.

As we approach the 2020s, what does a career in security actually look like, and are we preparing for both the challenges and opportunities ahead? Most importantly, what are we doing to ensure that we are attracting the next generation to represent our industry as technology and security issues evolve – adapting to these demands is pressing, but there is a wealth of evidence that we are moving in the right direction.

The BSIA has two unique strengths relevant to playing its part in the changes ahead; our ability to develop, produce and regulate industry standards, and to deliver skills to our sector through its very own training academy, Skills for Security. In this edition of *Spectrum* we look at how our industry in guarding and technical are working at pace to inspire and recruit the next generation of the professional security workforce.

Our skills arm Skills for Security feature this month to highlight the value of apprenticeships to the industry, and Managing Director Peter Sherry discusses how this route to a career is changing and adapting to allow both employee and employer to make informed choices. At this year's British Security Awards, our Apprentice Installer of the Year was won by 17 year old Jamie Royal who, within his short tenure at Vigil Security, has already earned him the respect of his senior directors and major stakeholders to the point that he is representing them at a level above and beyond what would normally be expected: a clear exemplar of the type of young talent that is coming through via this route.

We also highlight the work of Engineers of Tomorrow, a competition now in its 20th year that is addressing the skills shortage in engineering, which recently awarded and showcased to the industry its latest winners at IFSEC International. As our new Chairman Simon Banks discusses in his column in this edition, there is still a shortage of 30,000 additional skilled engineers, so taking on apprentices is a positive way to grow, upskill and reposition businesses for the future. Apprentice installers are the future of this industry so we should be doing everything possible to help them uphold the highest standards and grow their skillsets.

The Security Institute recently launched their 'NextGen' Security initiative that plans to attract young people to the industry and to challenge the negative perceptions that guarding is just the preserve of the 'pale, male and stale'. Working with the Volunteer Police Cadets, with support from the BSIA, Cyber First and the NCSC, their plan is to make the industry a more balanced and attractive career alternative by opening up work experience opportunities to children from all backgrounds starting at Year 11.

But it's not just about appealing to young people and the tech savvy, it is about promoting a career in the industry as a profession for all, a route to a career for all backgrounds and ages who wish to apply their skills from previous roles. We also discuss how security firms are placing more emphasis on customer service and the role of a 'brand ambassador' and how soft skills developed in less traditional backgrounds have a much higher value to customers of security firms.

The BSIA is at the forefront of ensuring our industry stays relevant and in control and we support the continued work of our members and partners in ensuring that tomorrow's security requirements are in safe hands, and we welcome our new recruits to our profession.



James Kelly
Chief Executive
British Security Industry Association

Industry brief

Latest news from the industry

BSIA calls for consultation to give



The BSIA has been raising concerns on behalf of the cash and valuables in transit (CViT) industry regarding proposed vehicle traffic and access restrictions in Rochdale town centre that have the potential of

putting cash couriers and the general public at serious risk of harm.

The restrictions, imposed by Rochdale Council and the Highways Department, make it impossible for CViT firms to park in close location to their customers,

Securitas hosts firefighting weekend for LFB graduate cadets



Securitas has hosted an action packed firefighting weekend for London Fire Brigade's (LFB) top 12 graduate cadets. Taking place at the Fire Service College in Moreton in Marsh, the two-day experience gave the graduate cadets a safe and realistic insight into firefighting.

Cadets were put to the test through a series of controlled real-life scenarios – a valuable opportunity for them to gain hands-on experience under the supervision of instructors. Scenarios included tackling a domestic fire, rescuing casualties from an RTA and administering first aid. In addition, the cadets received homaltro tool training, were taught how to handle breathing apparatus and witnessed a backdraft demonstration.

LFB Commissioner, Dany Cotton, joined the cadets on day two of the weekend, taking part in exercises and presenting awards at the end of the day. Addressing the cadets, Dany commented: "I saw something in each and every one of you today. You have the right skills and attributes to join LFB - be proud of what you've achieved. This weekend would not have been possible without Securitas - thank you for allowing this to happen."

To find out more about the LFB Fire Cadets visit www.london-fire.gov.uk/community/young-people/fire-cadets/

e couriers safer access

meaning couriers will need to travel greater distance on foot, increasing the potential risk of ambush from criminal gangs. Already in 2018 there have been over 100 attacks on CViT crews which have involved violence and use of weapons, resulting in some cases to serious injury to both the couriers and members of the public. With local councils increasing the number of pedestrianised areas and restricting access for legitimate vehicles needed to serve the local communities, this issue is becoming a greater concern.

The BSIA is calling for consultation, transparency and collaboration between the industry and related stakeholders in order to agree safe proportionate access and parking in order for couriers to carry out their jobs safely.

New BSIA chair and section chairs announced



The BSIA welcomed Simon Banks, Group Managing Director of CSL, as their new Chairman in July

Simon brings with him a wealth of knowledge gained through his long-standing career. He co-founded CSL Group (formerly CSL DualCom) in 1996 to manufacture security and communications products for the Fire and Security Sector and from then he has built the company to become a global provider of connectivity solutions.

Simon will be leading the BSIA board, comprising of 15 Membership Section Head Directors, in consonance with the advancing technology and changing attitudes to securing lives and property.

The BSIA has also elected new chairmen to three of its technical sections; Kevin Howells, Datatag ID for Asset and Property Marking, Darren Owens, Honeywell Security (UK) Ltd for Security Equipment Manufacturers and Martin Watson, Mitie Security for Security Systems. All chairs have taken up their posts with immediate effect.

BT offer help in transition to ALL IP

BT is working with the BSIA and the wider security and fire industry to protect consumers during the transition to an ALL IP digital platform and is inviting members to test their alarm equipment at the BT digital services. The plan is to ensure that those who rely on their current analogue alarm devices move to the new digital phone service in a controlled way, to ensure that alarm services continue to perform their critical role.

The security and fire industry still has a significant number of customers that rely on analogue phone lines to provide voltage and dial tone to connected alarm devices and this configuration will change with the transition to an ALL IP digital platform.

Antoine de la Gardette, who heads up the engagement team for BT said, "It's really important that we get the message of the switchover out to the industry as quickly and as widely as possible. It's a massive programme of change, bigger than the switch over from analogue TV to digital TV, and we want to make sure nobody is left vulnerable when the analogue systems stop working".

For more information on how you can be involved in the test email btdigitalvoice@bt.com

BSIA Year in Review

The BSIA's annual report, 'The Year in Review 2017/18' has now been published and is available online and in hard copy.

The report covers the last committee year for the Association and its members, providing updates on major projects, political lobbying, technical standards, membership benefits and education and training.

If you would like to order your free copy please contact comms@bsia.co.uk



BSIA appoints new Head of Membership



Senior Business Executive John MacAskill has been appointed Head of Membership & Export for the BSIA. John brings his vast experience in the security industry into the membership team and will be responsible for developing and welcoming new members on board as well as engaging with and coordinating activity on behalf of

existing members. He will carry on overseeing the Association's Export Services, organising UK pavilions at overseas exhibitions and securing TAP funding to help raise the profile of the UK private security industry in the global marketplace.

BSIA technical events and briefings

The BSIA is hosting a variety of free industry events across the UK this autumn on next generation networks, cyber security and changes to PD6662.

If you would like to find out more and sign up to attend, please visit www.bsia.co.uk/events

Creating a clearer career path for tomorrow's engineers

Adam Bannister, UBM, IFSEC International

Engineers of Tomorrow showcases the skills needed to keep the security industry alive. Without these skills we can't deploy the new and exciting technology that will breathe life into our sector.



Over recent years there have been moves to create and promote a clearer career path in security and fire system engineering, which has been driven by a severe skills shortage in the sector. The Engineers of Tomorrow competition, now in its 20th year has been a major driver in filling this gap. With changes in technology moving at pace the competition has been hailed as a major platform to showcase to employers the benefits of apprenticeships.

Taking place at the London Excel, the competitors, working in pairs, had 90 minutes in which to install and find faults with intruder alarm systems and, for the first time, fire alarm systems. The introduction of a fire category followed a successful trial in 2017 and aligned the competition more closely with a new apprenticeship standard – the 'Fire, Emergency and Security Systems Technicians Apprenticeship' – developed by the Trailblazer

Employer Group with the support of the FSA, BSIA, FIA and other key industry stakeholders.

Auditors from fire and security certification bodies NSI and SSAIB then awarded points based on a number of measures.

Overall heat winners and their employers are then invited to the Security & Fire Excellence Awards, next taking place at London Hilton on Park Lane on 21 November 2018. Cash prizes are awarded to the overall winners (£1,000), runners-up (£500) and for third place (£300). The winners also earn NVQ portfolio credits.

Engineers of Tomorrow stakeholders are CSL, NSI, SSAIB and Skills for Security, while the initiative is also supported by the FSA, FIA and BAFe.

"For 20 years this competition has served to shine a light on the value of the apprenticeship programme. Technology continues moving at pace. Those embracing Engineers of Tomorrow in their businesses gain the benefit of well-trained technicians adding value for customers. We must encourage businesses to recruit and train young talent to fill the engineering shortage."

Richard Jenkins
CEO of NSI

The BSIA are proud to be



“Taking on apprentices is a positive way to grow, upskill and reposition your business for the future. Apprentice installers are the future of this industry – we should do everything possible to help them uphold the highest standards and grow their skillsets.”

James Kelly
Chief Executive of BSIA



Intruder alarms

Winners:

Aaron Wilson & Stuart McLuskie
(New College Lanarkshire)

Max Florey & Josh Dunn (Chris
Lewis Fire & Security)

Sam Howard & Jamie Rodd (EFT
Systems Ltd)

Runners-up:

Tomasz Gajewaik & George
Weymouth (Yeovil College)

Andy Tham & Stuart McLuskie
(New College Lanarkshire)

Jianfeng Chen & Sam Reynolds
(Trinity Fire & Security)

Fire alarms

Winners:

Andy Tham & Steven Flanigan (New
College Lanarkshire)

Aaron Wilson & Stuart McLuskie
(New College Lanarkshire)

Jamie Rodd & Sam Howard (EFT
Systems Ltd)

Runners-up:

Oliver Coles & Will Ferrell (Trinity
Fire and Security Systems)

Jose Rodrigues & Joshua Casey
(Chubb Fire & Security)

Scott Hurford & Joe Smith (Code
Security Systems Ltd)

How to enter in 2019

IFSEC International will soon publish details on how to enter Engineers of Tomorrow 2019 on their website.

“Today’s apprentice engineers may become the service managers, engineering managers, engineering directors and even MDs of tomorrow, setting the professionalism and standards of this industry. Our sector should attract capable and dedicated young people who want a career in a highly specialised, diverse industry and the apprenticeship is the main route for a full-life fire and security career.”

Simon Banks
Group MD of CSL and Chairman of the BSIA



ENGINEERS
of Tomorrow

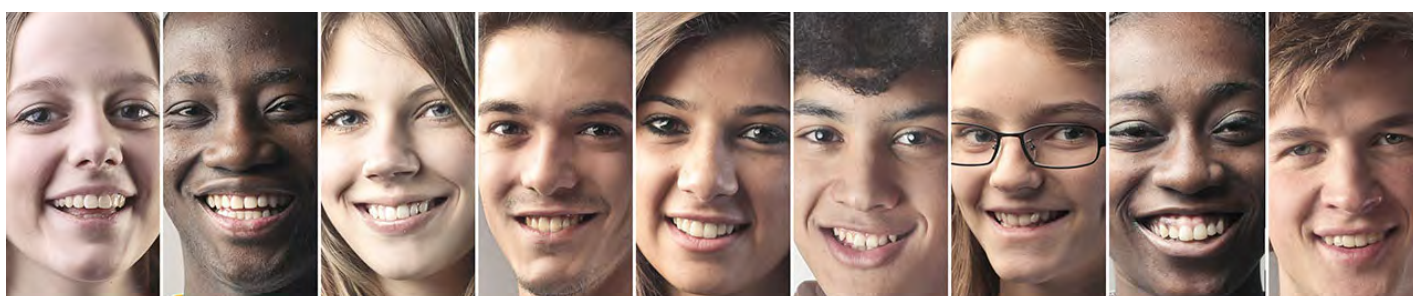
The UK Security Skills Competition
for Young Engineers & Apprentices

Securing a better place for young people to work



Laura-Jane Rawlings, CEO Youth Employment UK

With uncertainty around the impact Brexit will have on the workforce, an increasing demand for skills and labour and of course an aging population, businesses must turn to future talent as a way of shoring up their future staff demands.



Whilst every sector has their own challenges in tackling future demands security hasn't had the history of established apprenticeship programmes or accessible entry level points that other sectors including engineering or hospitality have had. The security sector is starting to change the traditional image but there is still plenty to do to ensure that young people know about and are inspired by the sector and its varied career choices.

Despite what you may have heard young people are eager, enthusiastic and ready to learn about the world of work. With the right training in place and a better understanding of the youth landscape there are benefits and returns for both employers and young people.

Designing processes, pathways and campaigns to attract young people in to the industry is difficult, especially when you have to start from scratch. Young people seek work in different ways and employers can unintentionally put barriers and challenges in place because they don't have the experience of attracting and recruiting a diverse young talent pool.

One of the most common barriers we see is employers expectations of school leavers, many expecting young people to have work experience or demonstrable "employability skills". However, not all schools provide work

experience and access to early work experience opportunities and 'saturday jobs' is greatly diminishing. Therefore many young people leave education with little work experience or work based skills.

Employers expecting high levels of work experience (when very few organisations offer it themselves) will set young people up for failure. We would question whether it is really needed; most entry level roles require enthusiasm, communication skills and a desire to work - the rest can be taught on the job and through good training.

Think about the processes you have in place for young people to apply for work - do they encourage young people to show off their potential or do they focus on an expectation of work experience which is outdated?

These issues are not insurmountable and with support and guidance employers soon see the advantages of being a Youth Friendly Employer. Not only can working on your youth engagement strategy meet business's long term strategic aims but young people add huge value to an organisation, bringing innovation, enthusiasm, workplace diversity and loyalty.

Our Youth Friendly Employer Award encourages employers to support young people in three ways -

Explore: engage with local schools or community groups so you can provide an insight into your sector and world of work. This engagement will also help you to better understand the experiences young people are having today.

Experience: look to offer work experience; this could include work shadowing, mentoring and other types of experiences so young people can build the skills and confidence they need.

Employment: understand the range of routes into your business that young people can come through and how they can develop once they are employed by you.

The guidance we provide as part of our Youth Friendly Employer Award gives you a practical, step by step guide to assess your processes and to support you in building best practice around your youth employment strategy. You can find out much more and read some top tips and advice on our website.

For more information visit
www.youthemployment.org.uk

Hiring senior talent to change the face of security



Lorraine Thomas, MD of Metzger Search & Selection, discusses how the evolution of security into a customer-focused experience means a change in emphasis for senior staff.



A desire for better customer service influences how companies do business. They study, evaluate and regroup so they can deliver the best to their customers; the same approach is being taken with a fresher, customer-facing approach to security provision.

As part of the facilities management sector, there are parallels between security directors and their peers in the cleaning industry when it comes to sourcing staff. While security work has different compliance requirements, structurally, the fundamental service provision is similar. This includes service levels and the provision of staff at required times, who are adequately trained and certified, and compliant with rights to work in UK.

However, the traditional approach to delivering manned guarding security is changing, and senior staff involved are re-evaluating their recruitment practices and management style accordingly. A commonly perceived impression of the security operative is a stern, uniformed individual overseeing the front door or desk. However, in line with a more customer focused experience, the ability to deliver welcoming and helpful customer service is becoming a more desirable quality for security operatives. Senior security managers and directors that prioritise finding, training and nurturing individuals to be customer aligned security professionals is a growing requirement.

Enhancing brand value

Because clients now want, what are in effect, brand ambassadors for security roles, a wider selection of senior security leadership must be sought to deliver the new look security profile. Wherever these leaders are sourced, from a military background, retail or hospitality, an ability to deliver security provision that prioritises customer satisfaction will be paramount.

The emergence of 'soft-skills' has begun to play a more important role to brand conscious clients. This is where the skilled security director ensures that there is a robust programme in place to find, develop and nurture the talent accordingly. They must develop a culture among security officers that is customer facing, doing their part to ensure the customer experience enhances the business reputation from the moment the customer walks through the door.

The demand

This ethos permeates several industries needing security provision. Whether it's the security officer greeting you at the front desk of a hotel, checking your ID at a conference or concert, even the traditional 'bouncer' at a nightclub is required to interact with customers constantly; there's a requirement for adaptability whether in benign or inflammatory situations. Security guards are usually the first people to greet workers at their office in the morning and receive guests for meetings. They are ubiquitous in our daily lives and it is increasingly important to ensure the interaction with them is positive.

Dynamic customer experience

Today's security directors are already discovering that they need to develop a workforce that is characteristic of their client's brand experience and company reputation. Supported with training and opportunities in varied sectors, this casts a different complexion on the security job profile, from director to entry level. To make this happen, directors and managers will have to embrace wider executive skill sets and integrate them into the security delivery. It is public relations

right up front, marketing acumen, inclusivity, psychology, health and safety and crisis management.

Creative security directors may differentiate service provision in specific ways, for example, ensuring that their staff can respond to certain emergency situations where life-saving first aid skills are required on the spot. Rather than watching and waiting for an ambulance, staff who are well trained could actively make a difference.

Security leaders must adapt to the changing global urban landscape; they must create a security service infrastructure that functions seamlessly between evolving technology, architecture, economics, trade and the resulting dynamic spaces and businesses that have altered our private and professional experiences. Whether it's a couture fashion boutique, cutting edge shopping centre or a theme park – the interaction between security personnel and customers will mean that these soft skills have a much higher value. At the airport for example, security staff need retail experience, security experience, and understanding of people movement, cultural differences, the ability to manage large scale crisis and emergency protocols. The requirement to assure and assist customers through many situations, is guaranteed.

The 21st century security leaders will be the custodians of the new face of security. Finding and training staff to liaise effectively with end-users requires creative leadership, full grasp of customer service, relationship building skills and an understanding of what makes people feel at ease. These leaders promote the best of the brand they are protecting and create the welcoming and changing face of security provision.

For more information visit
www.metzger.co.uk

Apprenticeship levy: Use it, don't lose it



*With over £1 billion gathering virtual dust in digital apprenticeship levy accounts, **Peter Sherry**, Managing Director of Skills for Security, urges organisations to use their funds creatively.*

Last year saw significant changes to the way apprenticeships in the UK are funded. One of the biggest changes is that organisations with a pay bill of over £3 million were required to pay an apprenticeship levy into a digital fund managed by the Education and Skills Funding Agency (ESFA).

The idea was a simple one – encourage employers to make apprenticeships a bigger part of their skills-acquisition process, by ensuring that they'd put money away for it. Once in the fund, businesses had two years in which to spend it.

One year on, the Open University published the troubling results of their analysis of the fund's status in The Apprenticeship Levy: One Year On – that around £1.2 billion of funding was sitting unused. The Open University put in a freedom of information request and found that just £108 million of funds were withdrawn between April 2017 and February 2018. Perhaps more worryingly, 40% of business leaders reported treating the levy as a tax (which it isn't) and that around 17% said they didn't expect to recoup those funds. The figures were confirmed by the Department for Education and Skills.

Does this mean the changes have failed? It's possible – but not likely. There aren't too many businesses which would choose to let money slip through their fingers.

One theory is that organisations are simply treating the levy as a tax and are writing it off. This only really makes sense if we assume that those businesses don't know how they can spend the money – and that is more likely at the heart of the problem.

In 2017, it wasn't just that funding changed. Apprenticeships themselves received a fairly substantial overhaul which seems to have resulted in an 'uptake lag' while organisations get to grips with what those changes are. For example, apprentices can now be pretty much any age, not just school/college leavers. While this opens up terrific opportunities for organisations to reskill current, more senior, employees, it also enables them to fish in a

wider resource pool. While we can understand that this kind of change, to name but one, can take time to embrace, the bigger challenge is how this is communicated to the outside world – an outside world where the perception of the apprentice is that of a young adult, taking on a trade skill. How do you create an induction message that resonates with a more mature audience and doesn't make them feel like this is last-ditch sympathy training for over-the-hill people?

Challenges such as these aren't trivial, and they can't be solved quickly. But from our conversations with employers, it's clear that many organisations have yet to fully identify these issues, let alone create a path towards resolving them. In the example cited, many employers just don't yet perceive that training older team members is a 'valid apprenticeship'.

While this makes the underspend seem like an employer problem, let's be clear that there are enough issues to go around. For example, while it's theoretically possible for the apprenticeship levy to be spent on 'different types of apprenticeships', there is some confusion as to when this is a 'real apprenticeship' and when it's 'spending apprenticeship money on training' – even within government departments. Rules can be enforced in perhaps too hard-and-fast a way, which means that the goal of broadening just what an apprenticeship can be is nigh-on impossible to meet. Plus, the good old red tape – it really hasn't got any less, and with so much change to apprenticeship programmes it's potentially as hard to navigate now as it's always been, if not harder.

These ingrained preconceptions are counterproductive. Things like term-times – which no longer start just at one point in the year – and onboarding apprentices in non-trade, non-core skills (such as customer service) are slow to adapt to.

But the clock is ticking on the ever-diminishing remaining portion of the two-year funding window. While accepting that we're just a year into some of the biggest reforms in

apprenticeships ever, it's clear that organisations could do with getting a wiggle on. Otherwise, the money they've put aside will evaporate. And let's not ignore the smaller organisations who don't pay into the levy fund – they may well not be facing the same deadline, but they're missing out on the same opportunities.



It's Skills for Security's role to help security businesses understand these changes – and then re-orientate the way they undertake apprenticeships in the most effective way. This can be different for each organisation. Some – usually larger – organisations may choose to establish their own academy, to take greater control over apprenticeship programmes (yes, this can be done) – although they would be as regulated as any third-party provider and setting up the academy wouldn't be a trivial matter. Others may need to assess their apprenticeship needs against their next few years' learning and development plan. There isn't one solution – even though there's one problem.

What's clear is that doing nothing advantages no one. While there are some calls for improvements, it's unlikely that these will happen soon – if at all. The government is well aware that the changes were going to take time. Better to see how things go than tweak programmes part way.

In the meanwhile, security organisations do really need to move towards embracing these changes – otherwise both money and opportunity will simply slip away.

For more information visit
www.skillsforsecurity.org.uk

Setting the bar high

Jamie Royal of Vigil Security won Apprentice Installer 2018 at the British Security Awards in July. Although still a teenager Jamie has advanced at a rapid rate and is representing his company above and beyond what would be expected at such an early stage in a career.

When Jamie left school two years ago he knew he wanted to do something practical. He was promptly offered an apprenticeship with Vigil Security, and is now progressing well towards his ambition to be a lead engineer. Jamie has been noted in particular for being an excellent ambassador for his company, regularly working abroad on his own with blue chip clients such as Ralph Lauren, Prada, Philipp Plein and Mont Blanc.

Jamie won the prestigious award for Apprentice Installer at the British Security Awards and was a worthy winner of an award which recognises the next generation of the industry. "On many occasions Jamie has shown a level of commitment over, above and beyond what might normally be expected of someone at this stage of his career", says Mark Cunningham of Skills for Security, who nominated Jamie; "and this has been

recognised by his company directors who place a high level of trust in his abilities."

Taking a holistic approach and paying great attention to detail, Jamie tackles all tasks however routine or complicated with the same professionalism, not just the technical aspects of the job but all the associated documentation to produce the best outcome he can for both his customers and his company. As Jamie often works on his own both in the UK and abroad he understands he carries the reputation of his company when dealing with key clients on their behalf and as such makes an ideal role model for apprenticeships in the security industry.

"We are really proud of Jamie winning this award, his dedication to both Vigil and the security industry is a testament to his personality", says Andy Binnersley,

Commercial Director of Vigil Security. "We are looking forward to watching Jamie progress to senior engineer and beyond. Apprentices are vital to the security industry and we are in the process of finding a new apprentice to follow in Jamie's footsteps at Vigil."

The Apprentice Installer Award 2018 was sponsored by NSI and was presented by broadcaster Reverend Richard Coles.



Security excellence recognised on the national stage at the British Security Awards

The security industry celebrated the achievements made by officers and teams on the national stage at the British Security Awards in London, on 11 July.



The British Security Awards celebrated the talent, dedication, skill and bravery exhibited by professionals during their course of duty at a lavish ceremony at the London Marriott Hotel in July. The categories in which the winners were awarded in were: Best Newcomer, Best Use of Technology, Outstanding Act, Service to the Customer, Best Team, Apprentice Installer, Innovative Project, International Partnership and bravery.

The award for Best Team was dedicated to the Manchester Arena terror attack and the award for Service to the Customer to the Grenfell

Tower disaster in 2017.

The winners of each category were:

Best Newcomer: **Samantha Golding**, Securitas UK

Best Use of Technology: **Robert Haddon**, VSG

Outstanding Act: **Nasir Ahmed**, Mitie

Service to the Customer: **Silas Bogyere**, SecuriGroup

Best Team: **Pennine Acute Hospital**, Mitie

Apprentice Installer: **Jamie Royal**, Vigil Security

International Partnership Award: **Elmdene International**, Power over Ethernet Ultrapod

Innovative Project 2018: **CSL, CSL Router Project**

Bravery Award: **Mr Stanley Edwards** and **Mr Fifi Koomson**, G4S

Bravery Award: **Miss Amanda Bunn**

The awards were presented by broadcaster the Reverend Richard Coles and Assistant Commissioner of the Metropolitan Police, Sir Stephen House.

Nominations for the British Security Awards 2019 will open in November 2018. Keep an eye out in your BSIA Connect newsletters for more information.

Future proofing the industry



Rick Mounfield, Chief Executive of The Security Institute

The Security Institute recently launched a new initiative. 'NextGen Security', that aims to inspire and attract young people into considering a career within the security industry. It's been designed to change perceptions that it's just not the reserve for the 'ex-military pale, male and stale', but a profession for all.

For as long as I can remember, there has been a debate around vocational experience provided by second career police and military and the academic abilities of those that never served in either. Many security professionals engage in post graduate qualifications to balance that out somewhat, but the truth is, this imbalance cannot be addressed properly in the short term.

The less than flattering connotations of 'pale, male and stale' are not lost on me. Our industry is one that is predominantly male, middle aged and white European; cast from a mould that is generally bureaucratic and inflexible. Now, that having been said, many brilliant security professionals fit that description and have adapted to the new technical threats and are indeed innovative in their mitigation advice; but it's still true that gender and ethnic imbalances are extant. The question is how do we ensure we future proof our safety and security whilst addressing these shortfalls?



In a financial climate that is uncertain, with Brexit impacts unknown, what options do our young people have for job security? Ironically, one thing is certain...security will be a high priority for the foreseeable future and therefore careers in security will offer job security.

The security industry is one that is deemed to be the sole remit of the ex-police/military sorts. The general public, by and large, only recognise frontline security, not realising that there are hundreds of security focused employment roles within every trade. Teenagers are not encouraged to consider security as a life long career path; one secondary school career advisor recently summed it up by stating that "we like our kids to aim a little higher". Well, The Security Institute aims to address this misconception.

At a Step Change Summit earlier this year, I was approached Paul Barnard of Ward Security with an idea on how to address these negative perceptions. Together we formulated an aspiration to educate GCSE aged children that whether they were Science, Technology, Engineering and Mathematics (STEM) capable or not, there is a role in security for them. The NextGen Security initiative was conceived.

"if you have an idea of a trade path, there is something in security for you."

Over the past seven months, the Security Institute has built a stakeholder list of over 60 companies and government agencies that are willing to back this initiative and it all starts with a trade show. The first one being 19 Events' own International Security Expo at Olympia in November. The target audience will be invited initially, from within the excellent Volunteer Police Cadets. As it grows, the audience will diversify.

The programme begins with a VIP tour of the show to demonstrate that there is more employment roles in security than any of us could list. From IT & cyber security to multiple engineering pathways, textiles to loss prevention - if you have an idea of a trade path, there is something in security for you. We will show them drones, armoured vehicles, defensive architecture, cyber, manned security, policing, disaster relief, medical, CCTV and all things tech so that they will depart with a new perspective on what the industry provides as a service to the safety of the public.

Phase two is the reinforcement through work experience and mentoring on educational pathways to achieve their dream job. The Security Institute is gathering work experience opportunities from a wide variety of security businesses weekly. We have support from NCSC and Cyber First for children with those aspirations. Secondary Engineer Institute for teens will assist with engineering pathways, National Counter Terrorism Policing HQ, The National Business Crime Centre and other policing departments will provide support that also reinforces initiatives like Action Counters Terrorism, (ACT) reinforcing Run, Hide Tell amongst others. The BSIA's own security

engineering inspired initiatives will be introduced to the children that also wish to explore those routes. At least a dozen companies are offering awareness of the variety of security officer careers with real promotional pathways that would rival a military or policing career. The list is endless.



When we complete the shows in the next 12 months, there will be another cohort of children ready to start year 11 and we will do it all again. Hopefully, each year will be better than the previous one. So, if you are reading this and believe that your company could offer a work taster to inspire a teenager, please get in touch at info@security-institute.org.

In ten years' time, we hope that the industry will be more balanced, home grown talent blended with the second career talent, well prepared to counter the security challenges that are coming.

For more information visit www.security-institute.org



Diverse, dynamic and dedicated



Ed Sherry, Programme Director, Volunteer Police Cadets.

Since 2012, a quiet revolution has been underway in how police across the UK interact with young people, with the introduction of a nationally recognised Volunteer Police Cadets (VPC) programme. There are now over 12,500 young people in the VPC, who during 2017, volunteered over 400,000 hours in support of their communities.



The Volunteer Police Cadets is no longer a recruiting ground for the police, but instead aims to open up policing to young people from all communities, including those from challenging backgrounds. It aims to give them a better understanding of policing and inspire them to play an active part in their community. Every effort is made to ensure that youngsters who have had a challenging start in life are offered a second chance to succeed, as the quote from a London cadet describes: "I noticed other talents I had and I'm going into studying for GCSEs instead...my behaviour has changed. I used to do a lot of crime, robberies and then I stopped".

"Every effort is made to ensure that youngsters who have had a challenging start in life are offered a second chance to succeed."

A key aspect of the VPC is that the local units should represent the diversity of their local community and this is reflected in the make-up of the young members:

- **50% split between boys and girls**
- **30% identify as black or another ethnic minority background (this rises to 98% in areas of London)**
- **27% are identified as coming from a background where they have been identified as vulnerable to crime or social exclusion**

It is a reality that for many of the young people in the VPC, a career in the police may not be their first or the most appropriate

career choice for them. However at 18 years old, this diverse group of young people have a wide range of transferable skills; they are used to working in teams, solving problems and committed to values of British policing, thereby making them 'employment ready'.



The partnership with the Security Institute is extremely exciting as we see a real potential for the VPC to create opportunities not only for our young people, but also a great opportunity for the security sector to engage with and offer opportunities to a diverse and dynamic group of young people who will better reflect the communities we serve and protect.

For more information email ed.sherry@vpc.police.uk



New Register for Certified Technical Security Professionals

CTSP is the Professional Register recognising competency of individuals fulfilling technical roles in the electronic security and fire systems sectors. This includes: Installation, Maintenance and Commissioning Technicians/Engineers, Auditors and Consultants.

Disciplines covered by the Register include: **Video Surveillance Systems (CCTV), Access Control, Intruder and Hold up Alarms and Fire Alarm systems.** CTSP has been welcomed and endorsed by the BSIA and SSAIB in the UK and Dubai's Security Industry Regulatory Agency (SIRA).

The benefits of CTSP Registration

Your benefits include:

- Publication of your name (and contact details, location etc.) on the official CTSP website – perfect for generating sales leads and employment opportunities
- Professional Recognition and Membership of a Certified Professional Network
- Re-assurance and confidence for customers, potential sales prospects, contractors and prospective employers.
- CTSP accreditation after your name (e.g. John Smith CTSP)
- Use of the CTSP logo on your advertising materials, vehicle livery and website

Who can apply?

There are two application pathways to CTSP Registration:

Standard Pathway (For individuals with recognised industry qualifications) You will need to demonstrate:

- Knowledge of electrical/electronic principles and safe practices
- Recognised Industry qualification at Level 3 – Level 5 (within the relevant security discipline)
- A minimum of 12 months' practical experience
- Good character (without criminal convictions for dishonesty, assault or sexual crimes), referenced by two independent sources

Vocational Pathway (For individuals without recognised industry qualifications) You will need to demonstrate by submission of portfolio evidence:

- Knowledge of electrical/electronic principles and safe practices
- Knowledge of the security discipline for which you are applying
- A minimum of 5 years practical experience
- Good character (without criminal convictions for dishonesty, assault or sexual crimes), referenced by two independent sources

How do I maintain my Registration?

Registrants must maintain a Continuing Professional Development (CPD) record to demonstrate ongoing learning and that knowledge is up to date, and adhere to an ethics code of conduct.

Costs

Application/Assessment Fee **£25** (per applicant)
Annual Registration Fee **£50** (per applicant).

How do I apply?

Registration and further details can be found at: **www.CTSP.org.uk**

“ We are very pleased to see this innovative register that recognises many of our security systems members. In such a challenging technical environment, it is more important than ever to demonstrate the professionalism of the personnel that represent our market sector. ”

David Wilkinson
Director of Technical Services, BSIA



www.CTSP.org.uk

✉ admin@CTSP.org.uk ☎ +44 (0)1489 891645



Promoting competency and professionalism



There has been an increasing need to raise standards by addressing qualification, training, probity and safe working practices in the industry, and the Certified Technical Security Professionals (CTSP) Register has been addressing these needs since its launch last year.



For many years, the security systems industry has been unregulated, often resulting in poor standards and service. There has been an increasing need to raise industry standards by addressing qualification, training, probity and safe working practices.

The Certified Technical Security Professionals (CTSP) Register, which was launched in September 2017, addressed these needs by providing a publicly searchable vetted list of technically skilled security professionals and their proven competences.

During the last 12 months more than 500 people have either been registered or are in the process of being assessed. Now celebrating its first anniversary, the initiative has been warmly welcomed by all corners of the security industry including: installation, maintenance and commissioning technicians/engineers. This unique professional register is endorsed by the British Security Industry Association (BSIA), the Security Systems and Alarms Inspection Board (SSAIB) and Dubai's Security Industry Regulatory Agency (SIRA).

"We are proud to support the CTSP Register to promote the technical competency and professionalism our security personnel have to offer, says David Wilkinson CTSP, Director of Technical Services at BSIA; "such recognition is important in ensuring the fire and security industry can demonstrate its proposition as an attractive career path to what is a highly technical and diverse industry sector."

Since its launch, the CTSP Register has continued to evolve to assist security professionals and those who depend on their capabilities and professionalism, including employers, end-user organisations and customers. In June, it was announced that auditors and consultants who fulfil technical roles in electronic security and fire systems would also be eligible to apply.

One of the first auditors to be admitted was SSAIB's Frank Smith. "I'm delighted to have been recognised as a CTSP-registered auditor" says Frank; "no less because it's a fantastic way for me to celebrate my fifth

anniversary at SSAIB. The CTSP Register is a very valuable addition to our industry as it gives a platform for technical competence and experience to be verified and it provides a huge benefit to end users, because it gives them confidence and peace of mind that the person undertaking the work is qualified to do so."

A new vocational application pathway has been created in collaboration with SSAIB to enable engineers and consultants to apply with relevant security systems experience but without recognised industry qualifications. "There is a real appetite across the security and fire sectors to raise standards," observes CTSP Registrar Kevin Matthew; "the CTSP Register is being seen as a way for professionals with the right qualifications and experience to be recognised for their dedication to technical best practice, and hopefully that translates into winning more business."

CTSP registrants must be of good character and undergo reference checks, maintain a record of CPD, and conform to a professional code of practice and a disciplinary process. All applications are assessed by a registration panel of specialists, with successful applicants eligible to appear on the publicly searchable web based register. Registrants are permitted to use the post-nominal 'CTSP', and use the CTSP official logo on advertising materials, vehicle livery and websites. The online application and assessment process costs £25, with a £50 annual registration fee payable for successful registrants. Each year registrants are required to sign a declaration confirming any material changes within the previous 12 months and evidence of CPD.

For more information about the CTSP Register visit www.ctsp.org.uk

Apprenticeships in the security sector: missed opportunities?



Peter Sherry, Managing Director of Skills for Security

Apprenticeships are back, yet many employers aren't up to speed with recent changes that have the potential to revolutionize the industry.



Apprenticeships have been with us since the Middle Ages – when upper-class parents would send children to live with other families, to learn. In 1563, these often informal but respected arrangements were standardised within a national apprenticeship scheme – ensuring that masters could have no more than three apprentices at any one time, and that apprenticeships couldn't exceed seven years.

As the industrial revolution took hold, apprenticeships gained a reputation for exploitation, leading to the repeal of the national act, a little over 250 years since its inception. Apprenticeships, however, didn't lose their popularity. Indeed, training for certain trades, such as engineering or plumbing, became firmly apprentice-driven. At the start of the 1900s, it's estimated that as many as 340,000 apprentices were learning a trade – and by the 1960s, over 30% of boys became apprentices upon leaving school.

A slow decline

That's a long pedigree, but apprenticeships fell out of favour after the 1960s, declining slowly but steadily. This was caused by the reduction of the UK's manufacturing base, declining trade unions, lack of funding, removal of

legislation and the subsequent increase in post-16 education. By the early 1980s, there were half the number of apprentices there had been just fifteen years before.

The rise of the modern apprenticeship

Apprenticeships were rebooted in 1993, as 'Modern Apprenticeships' – after which NVQs were introduced and the apprenticeship evolved to embrace new trades, new ways of working and new generations of learners. But although apprenticeships have changed, it seems that – for many – our view of them hasn't.

We assume we know what an apprenticeship is

Ask most people to describe an apprentice, they'll talk of non-academic, working-class 16-year-olds, perhaps a little older, embarking on their first post-school learning by enrolling in a September-term apprenticeship. It's often taken for granted that an apprenticeship is a youth's introduction to an employer. Many think of apprentices as young. They believe

that only manual trades offer apprenticeships. They guess that employers fund most of the learning – and believe that apprenticeships are just for a company's core skills. In the security sector, for example, this is likely to be the fire, emergency and security systems apprenticeship.

Yet, just as change has come to business, so change has come to apprenticeships – particularly in the last set of government overhauls. Many businesses in many sectors have yet to fully get to grips with significant changes which, in many ways, upend our understanding of what an apprenticeship is, or can be.

Today's apprentices are different – way different

Let's start with funding. There's substantial financial help for organisations, with many apprenticeships being up to 90% funded. This definitely makes apprenticeships fall into the 'why would you not?' category of business investment. Organisations with a pay bill of more than £3 million (less than 2% of UK employers) are subject to the apprenticeship levy of 0.5% of their pay bill. Introduced to encourage larger businesses to invest in



apprenticeships, the levy fund is flexible – employers can choose, broadly speaking, how it is spent. It's even possible for an organisation to establish its own academy and control its learning.

Next, on to age. Today's apprentices can be any age – well, generally any age over 16 and below retirement age. No longer just for school leavers, apprenticeships can help the long-term unemployed into work, enable those made redundant from one role into work in another – and also help organisations take on people with greater life experience. Companies can even reskill people from within their own business, to be apprentices for roles where they can be more effective.

September terms? Also gone. Apprenticeships now start all year round – and why wouldn't they? New employees are needed all year round.

Apprentices outside of the key trade

Finally, there's the apprenticeship subject matter. Yes, it's likely that the majority of an organisation's apprentices will learn the company's core trade – but organisations need

many skills. In the security sector these could be – for example – customer service or team leadership. Every company should offer great service, to outshine the competition and win the hearts and minds of customers, while polished team leadership goes a long way towards smoother operation and greater profitability. So yes, the security sector's 'beating heart' apprenticeship is Fire, Emergency and Security Systems, but companies wanting the benefits of apprenticed learners across the whole business can place people onto Team Leader/Supervisor apprenticeships and Customer Service apprenticeships.

Apprenticeships are at record levels

Almost half a million learners (491,300) started an apprenticeship in the 2016–2017 academic year and amazingly, just 24.6% (121,250) were under 19. Apprenticeships are successful; within the same time-range, 92% of learners said their career prospects had improved and over 90% either went into work or further training.

The benefits aren't just for learners. Employers find that apprentices deliver exactly the skills

they need and create a more loyal workforce. They discover that apprenticeships are a highly cost-effective form of training.

Apprenticeships are back – with a bang. Yet many employers, and some entire sectors, aren't up to speed with recent changes – changes which could revolutionise how they benefit from apprenticeships and take advance of new twists on one of the oldest, most recognised forms of workplace learning.

Security firms wishing to discuss apprenticeships should contact Peter Sherry at Skills for Security

skillsforsecurity.org.uk
info@skillsforsecurity.org.uk



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View from the Chair

The BSIA would like to welcome two of the newly appointed Section Chairs. We asked them about their views on careers and recruitment within the security sector and how they think we can work together to further improve the opportunities.



Kevin Howells, CEO of Datatag ID, Chair of the Access & Asset Protection section.

Q. How have you seen careers in security change across your time in the industry?

A. In my last 25 years or so working in the industry there have been enormous changes in the security requirements of customers from a need for predominantly physical security, both personal and property, to today's big issue of online data security and the risks posed by its loss.

In the past you were at the forefront of your own security be it personal or home. These days your security (of your online details) is in the hands of the many companies you routinely hand over sensitive data to and of which you have little or no control.

Careers within our industry have definitely reflected this change with more online security focused opportunities appearing but I think we haven't yet seen the full impact on careers that this fundamental shift ultimately requires.

I also feel that as the Police continue to see more and more cutbacks that private companies have been brought in to fill the void left as the inevitable skills shortage means that the Police just cannot cope with the issues facing them over and above street crime.

Q. What do you think the perception of a career in security is to the general public?

A. I'm not really sure the general public are aware of the scope of work of our industry – recent TV series like 'The Bodyguard' do little I fear in changing the commonly held perceptions that its all close protection or door work.

Security and protection covers such a vast area from the close protection of a Royal family and the latest explosive material detection equipment to basic chain and padlock and security marking used to protect a bicycle – as such I feel more needs to be done to show people the huge scope of the industry and highlight the challenges we all face - every day, every hour.

Q. Do you think the industry is doing enough to encourage recruitment of the next generation?

A. Is it possible to ever be doing enough? The scope within security is huge and to get this message across much more is needed to recruit

the next generation of crime fighters.

Q. What is specifically being done in your sector to encourage young people to pursue a career within security?

A. Our sector of the industry is regularly showcasing its solutions to tackling crime to school children and college students and investing a huge amount raising awareness of the issues of crime and how to tackle it in various forms from sponsoring the British Superbike Championship and supporting brand ambassadors in cycling plus exhibiting at consumer focused conferences and exhibitions.

This activity helps, we hope, to stimulate interest in the sector and allows us the opportunity to engage in the real world with potential employees and highlight the security issues we all face, exciting solutions to combat them and hopefully encourage young people to consider a career in the security sector.

Q. What advice would you give a young person (or your younger self) who is considering a career in security?

A. Once you've considered that security has so many options and directions then unless you know you want to become a Police Officer for instance then try to experience as many areas as possible in a variety of big and small companies before considering a specialism - you might be surprised at what you enjoy and are good at and once working within the industry you will realise just how many options there are.

Keep up to date – throughout your career I would suggest that you strongly embrace a learning attitude otherwise you run the risk of being left behind as the industry moves forward.

Enjoy it; it's easy to say and possibly a cliché, but life's too short not to jump out of bed in the morning and look forward to work - ultimately if you don't want to be there your customers will pick up on it.

As Albert Einstein once said: "imagination is more important than knowledge."



Darren Owens, Honeywell Ltd, Chair of Security Equipment Manufacturers section

The security industry is one of the most exciting and diversified industries in the UK today. With solutions ranging from the traditional to the latest, cutting edge IoT technologies, security systems protect what we hold most important to us. While BSIA SEMS focus on our national market, our impact often extends beyond our shores.

Q. How have you seen careers in security change across your time in the industry?

A. During my time in the industry, I've seen many changes. The introduction of IT into the workplace, mobile phones and most recently IoT. All these changes and more have impacted careers in the security industry as our executives need to consider influences and opportunities from an international perspective. Planning and support needs to take into account quick pull demands and engineers must have knowledge of the latest cutting edge technologies. The security industry today requires many specialist and transferable skill sets and in doing so, offers an enormous spread of career opportunity.

Q. Do you think the industry is doing enough to encourage recruitment of the next generation?

We would always like to see more!

Q. What advice would you give a young person (or your younger self) who is considering a career in security?

A. I would advise that you ensure you have a solid foundation to build on. This can be achieved by being suitably qualified. In doing so, the required skills will be developed. Consider what environment you feel most comfortable working in. Would you be happiest working in a large corporate, a small to medium sized company or start your own business.

Always remember we are a customer focused industry so it is important that you put the customer at the centre of everything you do. Most importantly, network! Get yourself in and establish a network of security professionals. We are a friendly, helpful industry full of professionals who support each other. The BSIA SEMS is a prime example.

How soon is now?

The future of lone worker protection

As technology continues to change, **Craig Swallow**, Managing Director, SoloProtect, discusses how the future lone worker will adopt and adapt to the new ways of working.

The lone worker market to date

The lone worker security industry is roughly between fifteen to twenty years old. Various estimates have indicated there are at least six million lone workers in the UK, whether that's on a full or part time basis. In terms of the supply of technology used to protect lone workers at risk, it's clear that a relatively small percentage of that number are using BS8484 accredited lone worker technology.

Many employers choosing not to deploy technology for lone workers would acknowledge such a stance should be taken because of supporting risk assessments indicating that a worker faces a suitably low level of risk, making it unnecessary to deploy. If that's not the case, then the employer is potentially crossing their fingers, and hoping the worst doesn't happen.

In turn, solution providers must ensure their offering is engaging to users and employers alike. End-users want more from their technology – people increasingly make comparisons between tech they would choose to buy, versus tech they're given by their employer. Employers, on the other hand, must be given credible information relating to their investment, and its usage by staff.

It could be said that lone worker technology has suffered from a lack of innovation in recent years – essentially the same solution architecture existing from a decade ago, to now – where a lone worker device with audio capability is supported by an Alarm Receiving

Centre and a back-office, customer support function to assist a client's own solution administrator(s).

Evolution and poor adoption

That's not to say that lone worker solutions haven't gotten smarter over the years. But they've probably fallen into the 'add-ons' camp, as opposed to anything 'game changing'. The addition of incapacitation detection (commonly known as 'Man Down'), 3G, GPS and then GNSS location technology – plus supporting web portals designed to partner a solution – all have added value, without transforming the landscape of the market, and how it engages with the associated, key stakeholders.

Poor solution adoption remains the key barrier to a long and happy customer relationship and is difficult to reboot from an established, low usage starting point. It is important to acknowledge however, that usage is a shared responsibility between the three stakeholders of the solution – the provider, the employer and the end-users.

All stakeholders need to be involved throughout the process, to ensure the best chance of getting the most out of a solution. It's also a cyclical process requiring review, regular dialogue and a sharing of lessons learnt from all. At SoloProtect we place great emphasis on putting the customer first, and trying to ensure our service is high-quality, and delivered consistently to all our clients. Like anyone else, we don't get everything

right all the time, so working with clients, and getting feedback from internal safety champions, is a key part of the process across the length of a contract – not just at set-up.

The convergence of Body Worn Video and lone worker safety

Body Worn Video (BWV) has been around for several years, but much of its usage to date has largely been dominated by the Police. Public and Private sector organisations are following however, and are increasingly looking to deploy video devices, but many are very aware that deploying video is more complex. Giving staff BWV also requires several policy and privacy considerations to be made prior to deployment.

We're all increasingly aware of a right to privacy, particularly since the advent of GDPR. Organisations are rightly aware that their infrastructure, training and internal mechanisms, and outward communications all need to be synchronised to support video deployment, storage, sharing and redaction.

Most traditional BWV devices are turned on at the start of a shift and record continuously whilst with the lone worker (typically a Police Officer) - this has several pros and cons. Whilst there's less chance of missing the start of an incident and less decision making for the worker to contend with (specifically in relation to "Should I press record or not?"), it does mean the devices often have a larger footprint to cope with the battery requirements for



eight hours of continuous recording, and are not discreet in form-factor.

It also means that devices then must be docked once back at base, with video downloaded for subsequent storage. This can present a significant challenge to the organisations' deploying, when considering the amount of time involved to download, edit, redact or even share video. But also, in terms of storage – huge amounts of video needing to be stored, and the associated impact on infrastructure cost.

In contrast, being able to stream video of an event in real-time, as part of a worker's dynamic risk assessment gives clear benefits to a wide number of civilian, lone worker applications:

- Enables a BWV device to be smaller and lighter, and more discreet in form-factor
- Video information is not applied only in retrospect
- Video can allow the alarm verification process to be reduced by minutes in some cases – allowing time-effective dispatch where a worker needs emergency assistance
- Recording is event driven, therefore a lower privacy impact
- Less video captured, so much easier, and hugely more cost and time effective to manage

This represents a key differentiator to how lone worker protection is perceived and represents a new generation of personal safety solutions being adopted in the UK. It also represents a huge opportunity for the

industry to continue growth and expand upon the number of worker applications using personal safety technology to reduce risk.

It's not just about the device

Device capability is key, particularly in new generation products (e.g. SoloProtect ID Pro) – but now more than ever, deploying customers need 'stickier' systems to enhance both the user experience and the demonstrable return on investment. Whilst at the same time, underpinning how the solution is framed to both end-users, and C-Level executives required to sign off the budget. Customers are often well educated at purchase stage, but emphasis and scrutiny at trial stage has widened focus to look beyond the merits of a particular device or Alarm Receiving Centre component and looking holistically at the solution offering.

As a result, a new breed of portal systems (like SoloProtect Insights) are getting smarter, with a comprehensive, 2-way flow of information to and from a lone worker device, delivering clear and concise, management level information indicating the health of a solution's deployment – not just a list of end-users with a tick or cross against their name. This is now becoming an all-important additional part of a solution's architecture. Increasingly, as customers have better exposure to using different portals, the depth of understanding and ability to gauge benefits by comparing what one portal is delivering versus another, moves the conversation away from the often-standard procurement

dialogue of whether an organisation has a portal as part of their offering, or not.

Tailored information

A higher capability solution also allows greater personalisation of communication to a lone worker out in the field. Being able to deliver timely messages about risk to a device, based on location – e.g. letting a building contractor know they're making repairs to a building containing asbestos, or seeing a terror threat on the news and being able to message your team working in a particular post code, to get to a safe place – is of high value, and can be used anywhere from the routine to the emergency.

To close

In short, solution users and employers will continue to want more from their solutions – and providers must embrace that and see it as a natural progression of a growing, increasingly educated market. In turn, high capability solutions will continue to inform the process of risk assessments conducted by clients, as employers assess who is at greatest risk within their organisation.

Ultimately the solutions should serve to better inform Police or other first responders being dispatched to support a lone worker emergency. After all, any lone worker solution is judged by the response it elicits. The future will be sooner than you think.

For more information visit
www.SoloProtect.com

Aspire to become the best



Alan Lingwood of Lingwood Security Management reflects on how the industry has evolved since he started his company and offers advice for aspiring security guards.

I started Lingwood Security Management (LSM) in 1995, with a focus on excellent customer service, smart presentable staff and above all, a commitment to the highest standard of security provision. Over that period I've overseen the growth of LSM into a nationally recognised and well respected security management provider. The company is now working with large organisations across several sectors in the UK.

Over the years the role of the security guard has evolved from being just a 'visual deterrent' or a 'body on site' that patrolled the area or sat in a cabin to a more customer focused guard; one that is able to interact with clients and members of the public is what is required. The guard must be smart, vigilant and proactive, be able to document events and all equipment and always be HSE aware, as well as having good communication and written skills. With higher skilled guards comes more responsibility and this enables us to identify individuals for promotion within the industry, moving up the ladder in to more supervisory or management roles.

For the future of the industry I would like to see encouragement from the government and

the security industry with market research backed, advertisement-led schemes and training courses that give clearer guidelines on the opportunities that are available within the security industry and what it can do for a young person in terms of a career. I would like to see the perception of security guards positively changed to present their skillset and show how rewarding the industry can be. At LSM we offer all of our security officers the opportunity to work through NVQs in everything from customer care to management. We ask that all our officers undertake counter terrorism training to help them better deal with new demanding world that we are now living in.

If I was to advise a young person wishing to become a security officer or manager, I would recommend that they find a reputable security company to work for, absorb all training available whilst working on the job and aspire to becoming the best that they can. Anybody could do what I have done. It's simply a matter of drive, enthusiasm and determination. I was a child with ADHD who was expelled from school and given no hope for the future. However, I decided I wasn't prepared to accept

that destiny, so I got stuck and have worked hard all of my life to get here. Life is about taking what you're given and doing the best with it that you can.

For more information visit
www.lingwoodsecurity.com



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A unanimous 'go for it!'



Michelle Bailey, Managing Director of Active Response Security Services is using her experience of being mentored into supporting the next generation of apprentices, and is calling for more third party recognition surrounding apprentice vacancies within the guarding sector.

When I was 16 I started on what was called a Youth Training Scheme (more commonly remembered as the YTS), a three-year paid training initiative working with a chosen industry that didn't fully guarantee a job at the end of the term. I took this route having left school with little qualifications and a lack of self-confidence after being consistently told to manage my expectations as a "low achiever". As a miner's daughter it was vitally important that I was able to support the family household by bringing in a regular income, so I was extremely fortunate with the placement that I gained, as I was given time and patience by my mentor to pave the way for the success I have been lucky enough to achieve later in life.

I am now able to support young adults today, which I feel is one of my greatest achievements. I have employed eight apprentices so far, all of which have become vital cogs within the world of Operations at Active Response. Our most recent recruits, **Alex** and **Ellie** have outlined from their perspective why they opted for the apprenticeship route and how their journey got them to make the decision to join our industry.

What first inspired you to look into a career within the security industry?

Ellie: "I hadn't initially looked at a role in security. I was browsing business admin apprenticeships and I would never have thought about contacting anyone in security if I'd not seen the role, but based on other roles available this seemed much more exciting."

Alex: "I agree this role stood out; it's not what I expected but again I have never thought about security as a potential career path and I went for a few interviews, but this stood out to me after meeting Michelle."

Why did you choose to take the apprenticeship route?

Ellie: "I wanted to be more independent and earn my own money. I never suited the classroom environment, I learn from being shown what I need to do and not from books, so I am learning far more by someone taking the time to train me in different areas."

Alex: "I actually went to college but the atmosphere didn't suit me, I felt I was transitioning into adulthood whilst being treated like a child. After discussing with my parents they agreed the apprentice route was the best avenue for me and supported my decision."

What one thing have you learned so far from your apprenticeship?

Ellie: "I never imagined the role would be as hands on or involved as it is. I thought I would be photocopying and filing, but in two months I have learnt so much about officers, rotas and recruitment processes that I actually feel I have achieved something. When I first started I didn't want to answer the phone; now I am answering queries regularly and feel confident in the answer I give and I plan to go onto my level 3 in 12 months."

Alex: "I have been surprised about how much I have learnt. Like Ellie said, every day is really different, each incident report I type is different. I have always wanted to work within an office role as I helped my uncle during school. I never realised how involved you are as an apprentice; I would highly recommend security to anyone as you learn so many things."

What advice would you offer to anybody looking to do an apprenticeship in security?

"A unanimous 'go for it' from both of us! In Operations you learn so many different skills and we both feel confident know we will have secure careers."

Active Response Security Services is an award winning provider of physical security solutions with a flexible, bespoke approach that allows it to cater for a range of industries and the corporate sector. Active Response run targeted recruitment campaigns to ensure the right skill set and also run the Active Academy for ongoing employee development that provides a multi skilled workforce.

For more information visit
www.activeresponsesecurity.co.uk



Welcome to new members

Since our last edition, the BSIA are proud to welcome the following companies as members. We are looking forward to supporting each organisation and working with them on future projects within the industry.

Security guarding section



Benchmark offer mobile patrols, static guards or personal protection for up to 24 hours a day



Codex Services Group provides business solutions across the UK.

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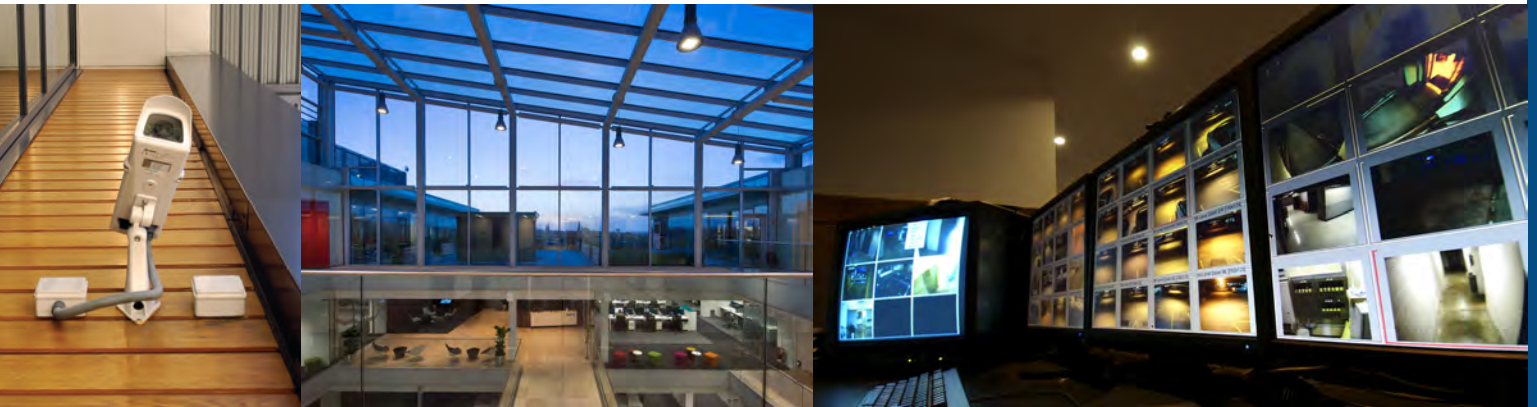


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Why you should integrate fire systems into your security network



*Fire and security systems have traditionally been operated separately, with no intercommunication. The regulatory and technical hurdles meant that managers rarely considered the potential benefits. **Peter Lackey** of Johnson Controls looks at the reasons why an industry under pressure, with technology improving by the day, should reconsider system integration.*



Integration can offer monitoring teams an additional layer of visual insight into the building, enabling them to quickly make sense of alerts coming through the system. Overall, it improves your understanding of what's going on in the building – essential for good security.

Why aren't more companies doing this?

However, this technology is still on the horizon for most. It's not simple to integrate a fire detection system with a CCTV loop if they run off different cabling and voltages, or if the regulator has different requirements for each. Health and safety regulations often treat fire and security systems differently.

That needs to change. The challenges facing the industry are compounded by growing numbers of large open area buildings – often with little or no fire compartmentation. There has also been an increase in crime-related arson. In these cases, integrated video surveillance could be used to record the criminal activity, as well as to confirm the presence of fire.

How can we get started?

CCTV integration is still relatively under-developed. But the technology exists: the market's biggest players have begun to launch graphical front-end systems capable of handling the extra inputs and making the system more user-friendly.

With older fire systems, managers must deal with differences in voltage and cabling, making it impossible to simply patch cameras into existing circuits. Countering this problem requires an interfacing system. Companies should overlay a separate camera system mirroring the existing fire system, connecting the two networks through the main control room.

In this situation, the central user interface is key. It shouldn't make it harder to decipher multiple sensory inputs. What's more, the arrival of smart internet of things (IoT) devices means that teams can be more confident about providing effective coverage for the whole site, as automated assistance can help speed up response times.

Integration is the future

As well as decreasing the rate of false alarms and speeding up response times, fire and security integration paves the way for a whole host of efficiencies for security managers. All industries are heading this way – soon everything from cameras to detectors, doorways to stairwells will contain IP-enabled sensors. Security teams must take full advantage of the new capabilities and maximise their chances of responding successfully.

It's all about peace of mind when it comes to fire and security – and choosing your equipment is no exception. By working with an innovative partner, organisations can put integration at the centre of their systems, creating an insightful, fast-responding fire detection system with cameras covering the whole site. It shouldn't simply be a goal to integrate fire and security – it must become a reality.

For more information visit
www.johnsoncontrols.com

Plugging the gap

As the skills shortage in engineering was widening, Kings Secure Technologies needed a solution. **Jolene Taylor**, Head of Learning & Development, explores the action plan implemented to source new talent who could be trained in the skills needed to be a security engineer.



In order to fill the engineering skills gap that has been affecting the industry Kings Secure Technologies have been looking at what qualifications are on offer, and have started our journey with the City & Guilds Level 2 apprenticeship. We have invested in our Training Academy and the Skills Development Centre and have been looking at new ways in which we can train individuals to become fully qualified engineers out in the field.

We are also part of a working group to create the new industry trailblazer along with other security businesses, which is an amazing opportunity for us to be able to input our skills and knowledge into the new standards. The old standards are out of date and not able to demonstrate an engineer's practical skills on site. We believe in a practical assessment along with a professional discussion and a multi choice assessment which would confirm that an engineer's skills are up to the industry standard.

As an industry, we are doing everything we can to promote the new standards. The Trailblazer Group has been running for over three years to create the best apprenticeship scheme for the security industry. We are working with other colleges and security businesses to share good practice on a monthly basis, helping and supporting each other with the new curriculum. Over the next 12 months, we should be registering another 50-70 apprentices into our sector.

We already heavily invest in apprenticeships

from business administration, customer service and leadership and management to name a few, with over 40 employees working through the FESS Trailblazer at the moment, all at different levels. We have also become an Employer Provider, which is working with the ESFA and OFSTED to become an outstanding training academy delivering the curriculum to our apprentices and we are looking at putting our first 20 apprentices through their two day End Point Assessment in December. These will be the first apprentices in the security industry to complete this.

This year our first year apprentices were entered in the Engineers of Tomorrow competition which was a fantastic experience for them. As well as being involved in the competition it gave them an invaluable opportunity to look at the new technologies which are out there. Kings are at the forefront of technology, so this was a fantastic opportunity not only to sign off some units from their apprenticeship but also to get an idea of where our industry is heading.

We understand the demands of the industry rely on a skilled workforce that is multi trained and able to achieve the high standards clients demand. The UK has a skills shortage and its not getting any better. We are leading the way with our approach to apprenticeships and offering a fantastic career in security technology that is only going to enhance both the person and sector they work in. We are extremely proud of our heritage in training

and development and want to continue to build on this for the future.

Our Apprenticeship Training Manager Julian Norbury has been in the industry for over 30 years so the skills and knowledge that he is passing is essential to the apprentices to gain first-hand knowledge. This year we have taken on another 10 apprentices with already 34 working out in the field and ready for their End Point Assessment. This shows our commitment to plugging the skills gap in our industry and we will continue to play a vital part in this for many years to come.

Kings are constantly investing in the future talent pool and this is at the forefront of our business strategy. The industry needs more multi-skilled qualified engineers and training our apprentices in our Academy and Skills Development Centre is the perfect learning environment for them to showcase their skills which they have developed out on site. Becoming an Employer Provider made sense so that we were able to deliver the new Fire, Security & Emergency lighting standards in house.

For more information visit
www.kingsltd.co.uk



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Today's apprenticeships



Peter Sherry, Managing Director at Skills for Security explains how today's apprenticeships can benefit security organisations.

Which apprenticeships are available for security organisations?

Most people tend to think of apprenticeships in terms of being what you might call trade skills – such as plumbing and engineering. In the security sector, the fire, emergency and security systems apprenticeship is an example of a trade apprenticeship. But security organisations don't just need trade skills – they also employ managers, support teams, customer service teams, sales people and so on. There's no reason why organisations shouldn't train apprentices in, for example, customer services and team leadership.

However, the common understanding of apprenticeships is that they are for trade skills, so many organisations – across many sectors – overlook their benefits across to the wider business. They often don't train these other roles to national standards, in the same way they would expect to for trade skills.

Do organisations understand apprenticeship funding?

Many don't. For the most part, this is simply because apprenticeships have been around for a long time, working in more or less the same way – but they have recently changed significantly. Many organisations have yet to catch up with these changes. Understanding funding is the biggest practical issue – many organisations either miss out on government funding, or don't make full use of their apprenticeship levy fund. To explain: organisations with a pay bill of over £3 million have to pay into a 'pot' from which they should fund apprenticeships, yet many don't draw down from the pot what is available, because they don't entirely understand how it can be spent. Funding apprenticeships for non-trade skills, such as customer service, as I already mentioned, is a great example of how organisations can utilise the funding available. But there are many other ways – this is the kind of thing we help advise organisations on: not just 'getting the right training', but also getting the right training in the most cost-effective way.

Have apprenticeships changed in other ways – ways that mean organisations aren't benefiting from them?

Yes. Here are a couple of examples. Most people think of apprentices as being young, just from school or college. Actually, an apprentice can be pretty much any age. If you think about it, anything else would be discriminatory. This means that not only can you onboard more experienced new employees as apprentices, you can also take a current employee, experienced in one part of your business, and apprentice that person with a new skill. A second example is that people assume that apprenticeship training starts at a set time, say August or September – actually, training programmes start all the year around. Apprenticeships are more flexible, relevant and financially efficient than they've ever been. If organisations just did a few things differently, they could revolutionise the benefits – financial and otherwise – they get from apprenticeships.

Is there an apprenticeship for stewarding and guarding?

You'd think there would be, given that this is one of the sector's biggest roles – but no, currently there isn't. However, it's entirely possible to provide effective training for stewards and security guards, pulling elements from existing apprenticeships – for example, dealing with the public, leading teams and so on – together with stewarding and guarding skills. This creates a really solid, rounded stewarding and guarding training programme. This is something Skills for Security helps with.

How beneficial are apprenticeships to employers? Wouldn't they be better just hiring experienced people?

There's a place for all types of skills-acquisition – training new people, training current employees, bringing in old hands and training new ones. Doing one doesn't obviate the need for another. That said, apprenticeships can

deliver some real solid benefits. For example, a research study carried out for the Centre for Economics and Business Research found that apprentices can deliver an average productivity gain of more than £10,000 per year. Over two thirds of employers find that using apprentices helps to make their business more competitive. And customers like it – eight out of ten customers prefer to buy from companies which employ apprentices. Not only that, apprentices learn to national standards – helping to keep the employer's quality and performance consistent too. Finally, according to the National Apprenticeship Service, 92% of those companies which have taken on apprentices believe that doing so leads to a more motivated workforce – and 80% said they have seen a significant increase in employee retention. I can quote statistics all day! Apprenticeships really are good for organisations.

What's Skills for Security's most important role? To provide training?

That's certainly a vital aspect of it, but no, I'd say it is to provide information so that organisations can make more informed choices. I'd like to say that apprenticeships aren't complicated, but they often are. That's why we exist: we un-complicate things. We provide support, help and advice on all aspects of learning, not just apprenticeships, to the security sector – we don't just deliver training courses.

For more information visit www.skillsforsecurity.org.uk

The future of security



Experts in the industry are rallying to improve the public perception of careers in security. **Simon Banks**, the new Chairman of the BSIA, discusses what the industry can do to encourage recruitment and education of the next generation to match the advances in technology.



Almost everyone in our industry arrived here by accident. It's unlikely that anybody sat in front of their Careers Advisor and spoke about their aspiration to join the security industry. The European security industry is worth upwards of €26 billion and is set to double over the next eight years with close verticals IoT/M2M/comms and cyber growing exponentially. Engineering is a noble profession and as a service industry we have many engineers – but nowhere near enough to sustain this growth. To be blunt, we need 30,000 additional skilled engineers.

I've often said that innovating new ideas and setting growth initiatives is futile without the skilled labour to install our advanced products. There is a lot of change on the table and many opportunities for the Security Sector to grow in-line with the best technology available. Our sector is the natural home for when technology meets security, automation and advanced analytics. The BSIA has two unique strengths relevant to this growth strategy. Firstly, its ability to develop, produce and regulate industry standards. Secondly, to deliver skills to our sector through its very own training academy, Skills for Security. The BSIA is at the forefront of ensuring our industry stays relevant and in control.

New innovations are set to link our sector even more closely with the emergency services. This includes ECHO (Electronic Call Handling Operation) designed to reduce the pressure on the emergency services and Alarm Receiving Centres by reducing call handling times and

errors that can occur from manual processes. In effect, it aims to deliver centralised, fully automated electronic call handling services.

The role of the Insurance companies has changed with the 'new risks' such as climate, notably flooding, being top of their risk agenda. Second to this is Fire, leaving Security in third place. This shift in risk ownership means that our industry must take responsibility for Security to ensure that any negative impact is minimised through technology, skills and services. This presents a major growth opportunity for the people that currently trade within our sector.

The future of the security industry lies in the hands of those who truly understand it, not Amazon, Apple or Google. These companies provide great resources but are on the periphery of our ecosystem. It's up to us to gather the best of their services and provide our customers with a holistic security solution that keeps pace with technology but has the wisdom of our experience. Additionally, young people are well suited to a career in a fast growing, technological sector. It's a win-win for all concerned if we recruit for tomorrow's world. The security industry can offer a diverse range of career paths including engineering, IT, product design, marketing, sales and many more. An apprenticeship in fire and security offers a credible route into a solid future career with many diverse electro-technical pathways and the opportunity to earn while you learn.

As chairman of the BSIA, I intend to position the

association to benefit from all the opportunities available to make sure we own the future, not anybody else! I urge all 15 sections of the BSIA, from guarding to lone worker and cyber to security installers, to support the BSIA in helping our industry move forward. We need your support and cooperation to provide the very best early warnings, Government lobbying, training and the best standards that help protect the security sector's professionals.



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