



Annual Newsletter – 19-20

Introduction

I am pleased to update you on what has been a successful year for NVC Security.

Our guards and systems are what sets NVC apart and I would like to thank you all for your commitment & professionalism which have contributed to our growing profile in the security arena.

Financial Information

The last 12 months has seen NVC's revenue steadily increasing as a result of the recognition we receive for 'doing a good job'. This hard-earned reputation brings in more opportunities based on word of mouth. We are expected to finish the year increased turnover of 50% whilst maintaining the margin from previous years. This has mostly been down to streamlining our processes and investing in technology.

Complaint Stats

Things sometimes go wrong for a variety of reasons but what sets us apart is our focus on handling complaints quickly and improving training and processes to ensure we don't repeat the same issues in future.

Refer to BP06 Complaints procedure as the quality framework. This is communicated on our website.

One complaint has been received over the last quarter, this has been closed out on the same day ensuring the client is happy and satisfied.

Counter Terrorism

The current terrorism threat level in the U.K. is SUBSTANTIAL which means an attack is likely (<https://www.mi5.gov.uk/threat-levels>).

As the public need to be ever vigilant citizenAID have developed a simple system comprising of an award-winning free App, online familiarisation videos, a Pocket Guide, and educational material for both adults and children. More information can be found on the citizenAID website: <https://www.citizenaid.org/citizenaid>

National Counter Terrorism Security Office (NaCTSO) is a police unit that supports the 'protect and prepare' strands of the government's counter terrorism strategy. Details on the work of NaCTSO can be found here: <https://www.gov.uk/government/organisations/national-counter-terrorism-security-office/about>

Aim of Protecting the Public

All professional private security operatives play a key role in protecting the public.

The Impact You Make on Service Delivery

Any service organisation is only as good as its personnel and processes which is why you play such a key role in delivering the high levels of service expected by our clients.

To enable you to do this we provide the best training and support we can, and encourage a team spirit where we look out for each other and our clients.

Feedback

Technology is a key part of our life at NVC. The systems and apps we use are intended to make our lives easier. Sometimes you may come across issues or think of better ways of doing things so I would like to hear from you regarding potential improvements.

Changes to Legislation

In the coming months there are going to be changes to the legislation we work to, this will include changes to the British Standard BS7499 for Static Guarding, BS7984 for Keyholding and the introduction of BS10800 for the provision of security services and changes to the ACS Self-Assessment Workbook. NVC management will ensure that all our business practices remain compliant with the legislation to which we work, as we have done in the past with the update to BS7858 for Screening and Vetting. Please look out for any changes in working practice that may be required due to the standard updates and ensure these are actioned accordingly.

Staff Recognition

Over the past year we have seen many staff go above and beyond on our client sites.

From catching intruders on site to stopping a major IT breach its been a busy year.

However, we would like to cover one incident on a site on 4th July 2019. Dayle Bellfield arrived for his shift and completed his first patrol, whilst on patrol he noticed a large amount of smoke from the main recycling shed. He quickly informed the emergency contacts before attempting to help douse the flames.

Once assistance arrived, he helped manage the incident and assisted emergency crews with access.

Please see more below:

<https://www.derbytelegraph.co.uk/news/peak-waste-saved-from-fire-3052564>