

**ANNUAL REPORT OF THE PRIVATE SECURITY REGULATION AUTHORITY
FOR THE PERIOD APRIL 1, 2012 TO MARCH 31, 2013**

1. OBJECTIVE

- 1.1 The purpose of this Ministry Paper is to introduce the contents of the Annual Report of the Private Security Regulation Authority (PSRA) for the period of April 1, 2012 to March 31, 2013 and to provide an update on the operations, policies, structure, earnings and achievements for the period under review.

2. BACKGROUND

- 2.1. The Private Security Regulations Authority (PSRA) was established as a result of the enactment of the Private Security Regulations Authority Act, 1992. The mandate of the Authority is to regulate and monitor the operations of organizations and individuals in the private security industry.
- 2.2. The PSRA has jurisdiction over the operations of the following entities and personnel and also grants, refuses, suspends or cancels licences as it may deem necessary for the purpose of executing its mandate under the Act:
- Contract Security Organizations
 - Propriety Security Organizations
 - Private Security Guards
 - Private Investigators
 - Security Trainers

The mission and vision of the PSRA are as stated below:

Mission

- To monitor and regulate the operations of organizations and individuals operating in the private security industry
- To facilitate a closer link between Private Security and State Security in the interest of national well-being

Vision

- To promote international and professional standards and practices in the Private Security Industry

- 2.3 During the period under review, the Authority continued its thrust towards modernizing its structure and processes in order to meet its corporate and strategic objectives while contributing to the mandate of the Ministry of National Security in the maintenance of public order and reduction in the rate and fear of crime as well as the transformation of attitudes to private security awareness.

- 2.4 In accordance with Section 8 (1) of the PSRA Act, the Authority is expected to submit to the Minister an Annual Report within Five (5) months after the end of each Financial Year, dealing generally with the activities of the Authority during the preceding Financial Year.

3. ACTIVITIES OF THE AUTHORITY

- 3.1 A copy of the Annual Report of the Private Security Regulation Authority for the period April 1, 2012 to March 31, 2013 is attached as *Appendix 1*.

- 3.1.1 The Authority had set out to accomplish the following objectives for the period under review in order to ensure its relevance and sustainability in the private security industry:

- Continuation of registration of Private Security Guards and Companies in order to improve compliance of security personnel and companies within the Industry;
- Continuation of work with HEART Trust/NTA and NCTVET to expand the training mandate for the Industry to ensure that all stakeholders are advised and apprised of the new competency based training standards required for HEART Trust/NTA certification;
- The use of technology to be the driver in ensuring the effectiveness and efficiency of the Authority. To this end, the Authority will focus on technological solutions to achieve its strategic objectives;
- Creation/delivery of an optimum customer focused atmosphere to facilitate a harmonious environment for clients and staff;
- Increase in fees currently being charged by the PSRA to permit the Authority to generate more revenue thereby reducing its dependence on the national budget as the fees were last increased in February 2000;
- Continuation of monitoring of illegal operations of private security companies in order to improve compliance within the Industry;
- Amendments to the PSRA Act to create the legislative framework which would facilitate a maximum fine of at least Five Hundred Thousand Dollars (\$500,000.00) for violations by private security companies for various offences committed under the Act; empower Inspectors as authorized persons; facilitate complete regulation of companies and individuals; as well as set acceptable terms and conditions of work;
- Enhance partnerships with private and public sector entities in order to improve compliance with the PSRA Act and Regulations by security personnel in the Industry. The Authority currently partners with ASIS

International, Jamaica Constabulary Force (JCF) and the Tourism Product Development Organization (TPDCO). The Authority's collaboration with public entities such as TPDCO has resulted in increased compliance of security personnel within Tourism entities with the PSRA Act. The Authority will seek to establish and develop greater collaboration with other relevant entities to further enhance compliance; and

- Continuation of public education campaign on the role and functions of the PSRA as well as the provision of information on the Private Security Companies that are compliant with PSRA Act and Regulations.

4. ACHIEVEMENTS

4.1 The PSRA has made significant progress in several areas during the Financial Year 2012/2013 several of which are listed below:

- During the period under review the Authority saw a 7.66% increase in guard registration and a 9.32% increase in the registration of companies;
- Contributed to discussions which resulted in the drafting of a tripartite Memorandum of Understanding (MOU) among the HEART Trust/NTA, Allied Protection Limited Recruitment and Training Centre and the PSRA which will facilitate the certification of Security Officers within the Industry. The MOU is currently being reviewed by legal officers;
- Continued work with the HEART Trust/NTA and NCTVET to expand the training mandate for the Industry and to ensure that all stakeholders are apprised of new competency-based standards for certification;
- Implemented an Electronic Archiving System, with the goal of streamlining the database of information pertaining to Private Security Companies, guards and other stakeholders that have been registered since 1993 and eliminate manual processes;
- The Authority saw a 10% improvement in operational efficiency over the period as it continued to refine business processes and implement strategies to reduce processing time;
- During the period of review the Authority administered a Customer Impact Survey and saw a client satisfaction rate of over 97%. As a consequence of the previous Customer Impact Survey, the Authority introduced daily flexible opening hours (flexi-time) to the benefit of the public and will continue to monitor its performance based on the feedback of its clients. Remedial strategies will be introduced to address issues and concerns of the Authority's stakeholders which may arise;
- Completion and submission of fee increase proposal;

- Completion and renewal of policy and procedures manual;
- Coordinated and hosted with the TPDCo, Six (6) training workshops for villas and small hotels;
- Increased miscellaneous revenue to 4% of budget largely from the production of Identification Cards; and
- Managed all expenditures within budgetary allocations and actively reduced expenses where possible.

5. LIMITATIONS

5.1 The Annual Report indicates that the Authority was faced with various challenges during the course of its operations. These include:

- Laying matters before the Court for breaches under the Act, still poses a challenge for the smooth operation of the Authority as the maximum penalty of Ten Thousand Dollars (\$10,000.00) does not serve as an adequate deterrent for companies that are operating in contravention of the Act;
- The proposed amendments of the Private Security Regulation Act were not achieved during the year under review;
- Budgetary constraints resulted in no allocation being made in the Budget for a public education campaign through the electronic or print media. The Authority instead used its website and social media as primary tools of communication;
- Private Security Companies' delinquency in the renewal of their Licences in a timely manner due to the inability to obtain current Tax Compliance Certificates; and
- Delays in the submission of monthly reports on the movement of Security Guards resulting in monitoring challenges for the Authority.

6. MEETINGS AND ATTENDANCE

6.1 Section 3 of the First Schedule of the Private Security Regulation Authority Act, 1992, states that members of the Authority are mandated to meet at least once every Three (3) months, or as often as is necessary.

6.2 During the Financial Year 2012/2013, the PSRA operated without a Board of Directors and all matters handled at that level were addressed by the Minister of National Security through the Permanent Secretary.

6.3 This situation arose as a result of several failed attempts to convene a Board Meeting during the period under review and the inability to achieve a quorum. The Chairman of

the Board subsequently resigned, advising that the Board Members were not mindful to attend meetings without an expressed directive from the then new Minister of National Security.

- 6.4 However, on July 22, 2013 Cabinet approved a new PSRA Board, which will serve for a period of three (3) years.

7. SUMMARY OF INCOME

7.1	Approved Budget	\$69,187,000.00
	Subvention through the MNS	\$52,617,462.00
	<u>OTHER INCOME</u>	
	Fees Collected	\$ 7,628,027.00
	Miscellaneous Revenue	\$ 2,270,059.00
	Total Gross Revenue	<u>\$62,515,548.00</u>

- 7.2 Details of the salaries and emoluments paid to the Authority's Executives for the 2012/2013 financial period are outlined as *Appendix I* in the attached Annual Report.
- 7.3 During the said period no salaries and emoluments were paid to any Board Member as no Board Meeting was held, despite the constitution of a Board.



Peter Bunting, M.P.
Minister of National Security
June 16, 2015

