



An tÚdarás Slándála Príobháidí  
The Private Security Authority

## **ANNUAL REPORT 2012**

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### **Foreword by Ronan King, outgoing Chairman of The Private Security Authority**

It has been my privilege to serve as Chairman of The Private Security Authority over the four year term of the outgoing Board (2008-12). During that time, we have enjoyed great commitment and support from the security industry to drive the regulatory agenda forward, despite the downturn in the economy, and the hardships and challenges faced by providers, clients and public servants as a result. It is a great testament to all that significant progress has been made in advancing that agenda.

The mission of the Authority is to regulate the activities of all those involved in the private security industry to ensure that the interests of consumers are fully protected, through the promotion, monitoring, and enforcement of licensing requirements, and a level playing field is provided for legitimate operators. Since inception, the Board and Executive of the PSA have striven to develop policy underpinned by practical, cost-effective licensing solutions, in an industry that is far from homogenous. Yet this industry is becoming ever more professional and vital, as public crime prevention resources come under unrelenting pressure. The ambitions set by legislators for Ireland's security industry are great; unfortunately, the challenges in meeting them look ominous, as resources are cut whilst responsibilities continue to expand. At some point, this mis-match of resources with ambitions is likely to result in inevitable conflict and potential disaffection, unless essential resources can be expanded to meet demand.

In May 2012, the Authority held its first ever Industry Stakeholder Conference in Dublin Castle, bringing together industry experts, from many different facets of the security sector, all of whom recognised the need for and role of regulation and licensing. The conference was a two-way exercise in communication between the Authority and the clients it serves, informed by international and local experience. The Government

perspective on regulation was provided by the Minister for Justice and Equality Mr. Alan Shatter, T.D.

One of the consistent themes throughout the conference was the cost of regulation for smaller operators. As a result, the Authority has recommended fee reductions to the Minister to recognise the particular difficulties of smaller businesses. Such changes should go some way to supporting the critical role of small businesses in providing security services at local level in our communities.

In view of the pressures on Exchequer funding and staff embargos, the Board of the Authority has approved the contracting of external expertise for selected inspection activities to increase the efforts of our own enforcement team. In coming years, this will give the PSA a greater presence on the ground.

As I leave the Authority, I see an industry at a crossroads, one that is likely to see continued consolidation, with possible vertical specialisation in particular sectors, and ever increasing reliance on technology. We have an opportunity not only to learn from international experience, but to lead change in traditional models of security and safety provision. The setting and maintenance of high standards in the industry will obviously increase the chance for professional operators to benefit from the opportunities that such change can provide. The Government itself, as a major procurer of security services, can and should take the lead by driving change and demanding state-of-the-art delivery in all facets of security provision.

As the current Board completes its term, I would like to acknowledge and pay tribute to my fellow Board Members, our Chief Executive and all of the Authority's staff for their excellent contributions and commitment to ensuring that Ireland's private security industry delivers on its true potential. I would also like to wish the new Board of the Authority every success in the future.

Ronan King  
Chairman



### **Foreword by Noel Lappin, incoming Chairman of the Private Security Authority**

I am pleased to have been asked by the Minister for Justice and Law Reform Mr. Alan Shatter T.D., to take on the role of Chairperson of the next Board of the Private Security Authority (PSA). On behalf of the new Board I would like to thank the outgoing Board for the significant progress made in tackling the regulatory mandate of the Authority.

As I take up the role of Chairman of the PSA, it is a challenging time for industry generally; it is a particularly challenging time for the security industry as it is under constant pressure to reduce costs despite ongoing criminal threats. Pressure to reduce costs threatens to undermine standards of security service delivery. More than ever PSA monitoring must protect high standards and ensure that the security industry plays its full and proper role in crime prevention.

By protecting standards, the regulatory progress achieved by the outgoing Board will be protected. The focus will continue to be on regulating the activities of those involved in the private security industry to ensure that the interests of consumers are fully protected through the establishment, promotion, monitoring and enforcement of appropriate standards. This mandate will be delivered both by maintaining existing standards and in closing out those remaining industry sectors yet to be licensed.

The current strategic plan finishes at the end of 2013 and the continuation of this work is a priority for me as Chairman of the next Board PSA. The incoming Board will build on the work of the past Boards by licensing those remaining areas of the industry yet to be addressed and also by maintaining and where necessary enhancing existing standards so as to improve the protection of the general public. The PSA must continue to engage with the industry as it evolves to meet the challenges of a difficult economy, increasing demand and

technological change. At the same time the PSA must strive to ensure that regulation strengthens the industry while avoiding adding unnecessary burdens.

I look forward to engaging with the industry on this path and in building on the efforts of those who in the past have campaigned for regulation and given of their time and energy in building standards and training to support the rollout of regulation. I also look forward to working with my fellow Board members and drawing on their wide variety of expertise. Together with the Executive of the PSA we will continue the development and maintenance of regulation in the industry.

Noel Lappin  
Incoming Chairman



### **Introduction by Geraldine Larkin, Chief Executive Officer**

I am pleased to present the 2012 Annual Report of the Private Security Authority. While the economic environment continued to be difficult, the PSA together with the industry continued the roll out of licensing and the general strive for increased standards for the benefit of clients and the wider public.

October of this year saw the culmination of our work with the industry in developing a framework for the launch of contractor licensing for CCTV and Access Control. This follows many years of work developing standards and working with the industry in developing standards and with the Minister in establishing the legislative framework to reflect the complexities of this aspect of security provision. Contractor licensing has now commenced for all those providing electronic security services. The launch of contractor licensing paves the way for the Authority to commence the preparatory work for individual licensing of the sector.

2012 also saw the conclusion of regulations for licensing of staff working in Cash in Transit companies which will be mandatory from 1 May 2013. The licensing of staff completes licensing of Providers of Protected forms of transport as currently envisaged by the Authority.

The organisation streamlining commenced last year is now fully embedded within the PSA. This is delivering greater efficiencies as staff now have an opportunity to contribute to case management from licensing through monitoring to any subsequent action on the respective licence.

Overall high compliance rates as reported last year continue to be maintained. The findings of our inspectors and the subsequent actions taken against licences indicate that there is no room for complacency in monitoring such compliance.

The Authority continues to take prosecutions against those who provide unlicensed security services. I am glad to say that the number of such prosecutions reduced in 2012 reflecting the increased compliance levels by all those in the industry. However there remains a minority who persist in operating without a licence and this will not be tolerated by either the PSA or the Courts as underlined by the successful prosecutions taken during 2012 including the prosecution of the owner of licensed premises for employing unlicensed door staff.

Our success in monitoring the industry and in achieving successful prosecutions could not be undertaken without our close co-operation with our colleagues in other State bodies. I want to particularly acknowledge the ongoing support and assistance of An Garda Síochána and of the Revenue Commissioners in assisting the Authority with its compliance work, particularly its night time inspections. To the Revenue Commissioners the Authority is also reliant under the terms of our joint Memorandum of Understanding in maintaining tax compliance within the industry and also in undertaking joint inspections with the PSA.

This report also marks the last year of the current Board under the Chairmanship of Mr. Ronan King. I would like to acknowledge the contribution of all Board Members over the past four years and especially Mr. Kevin McManus and Mr. Bill Brown who have completed two terms being Board members since the initial establishment of the Authority. During his time as chair Ronan King directed regulation for the public good while at the same time taking account of the current economic reality for the industry and its clients. I look forward to continuing this legacy with the new Board under the Chairmanship of Mr. Noel Lappin.

Geraldine Larkin  
Chief Executive Officer





# **Section 1:**

## **Who We Are and What We Do**

## WHO WE ARE

The Private Security Authority (PSA), established pursuant to the Private Security Services Acts 2004 and 2011, is the statutory body with responsibility for licensing and regulating the private security industry in Ireland. The Authority's headquarters are based in Tipperary Town, with a team of Enforcement Staff situated throughout Ireland.

The Authority is independent in the exercise of its functions. The Board of the Authority, chaired by Mr. Ronan King, consists of representatives of the legal profession, private security employers and employees, An Garda Síochána and relevant government departments and agencies.

The legislation establishing the PSA identifies 8 broad sectors of security provision that are to be regulated. These sectors are as follows:

- Door Supervisor
- Supplier or Installer of Security Equipment
- Private Investigator
- Security Consultant
- Security Guard
- Provider of Protected Forms of Transport (CIT)
- Locksmith
- Supplier or Installer of Safes

## The Board of the Private Security Authority

Mr. Ronan King (Chairperson)

Mr. Kevin McMahon, Employee Representative

Ms. Ann Reid, Employee Representative

Mr. Bill Brown, Employer Representative

Mr. Martin Stairs, Employer Representative

Mr. Ronan Maguire, Legal Representative

Mr. Michael O’Keeffe, Minister’s Representative

Ms. Nano Ryan, Staff Representative

Assistant Commissioner Derek Byrne

Ms. Oonagh McPhillips, Department of Justice, Equality and Law Reform

1 Vacancy

The Board held 5 meetings during the year and the table beneath summarises the attendance at these meetings.

Board Member	06/02/12	26/03/12	16/07/12	24/09/12	19/11/12
Ronan King	√	√	√	√	√
Kevin McMahon	x	√	√	√	√
Ann Reid	√	√	x	√	√
Bill Brown	√	√	√	√	√
Martin Stairs	√	√	√	√	√
Ronan Maguire	√	√	√	√	√
Michael O’Keeffe	√	√	√	x	√
Nano Ryan	√	√	√	√	√
Derek Byrne	√	x	√	x	√
Oonagh McPhillips	√	√	x	√	x

In addition the audit Committee of the Board comprising Michael O’Keeffe and Ronan Maguire held the following meetings.

Board Member	20/03/12	24/10/12
Michael O’Keeffe (Chairperson)	√	√
Ronan Maguire	√	√

## OUR ROLE

Our key role is to ensure that the PSA licence is a living instrument and to prove that licensing standards have not only been achieved but are being constantly maintained by licensees.

- Controlling and supervising people who provide security services and maintaining and improving standards in the provision of those services.
- Granting and renewing licences.
- Issuing identity cards to licensees.
- Suspending and revoking licences.
- Establishing and maintaining a register of licensees.
- Specifying standards to be observed in the provision of security services.
- Specifying qualifications or requirements for the granting of licences.
- Undertaking or commissioning research projects and activities necessary for the planning, development and provision of those services.
- Investigating security services being provided by any person.
- Establishing and administering a system of investigation and adjudication of complaints.
- Monitoring the provision of private security services generally.
- Liaising with licensees.
- Advising the Minister for Justice and Equality on any matters relating to the above functions and keeping the Minister informed of developments that would assist in developing policy.

## OUR MISSION STATEMENT

The mission of the Private Security Authority is:

**To regulate the activities of those involved in the private security industry to ensure that the interests of consumers are fully protected through the establishment, promotion, monitoring and enforcement of appropriate standards.**

The PSA is charged with introducing, controlling and managing a comprehensive licensing system. The key responsibilities of the Authority are to licence those providing security services and the main objective is to improve and maintain standards in the provision of these services. The Authority works in partnership with the industry. Raising the standards in the industry benefits everyone and ensures that legitimate businesses are not at a disadvantage in the marketplace. The PSA's task has been to achieve this through a system of standards, safeguards and enforcement.

The PSA is accountable through its Board, comprising representatives of private security employers and employees, the legal profession, An Garda Síochána and relevant Government departments, and operates independently under the Private Security Services Acts 2004 and 2011 with the following statutory mandate:

- Controlling and supervising individuals providing private security services and maintaining and improving standards in the provision of those services.
- Granting and renewing of licences.
- Issuing identity cards to licensees.
- Suspending and revoking licences.
- Establishing and maintaining a register of licensees.
- Specifying standards to be observed in the provision of private security services.
- Specifying qualifications or requirements for the granting of licences.
- Undertaking or commissioning research projects and activities necessary for the planning, development and provision of those services.
- Investigating private security services being provided by any person.

- Establishing and administering a system of investigation and adjudication of complaints.
- Monitoring the provision of private security services generally.
- Liaising with licensees.
- Advising the Minister for Justice and Equality on any matters relating to the Authority's functions and any developments that would assist in developing policy.

In this way the Authority will develop the quality of private security delivered to consumers and the industry by raising standards of professionalism and skills within the private security industry. This in turn will promote and spread best practice amongst private security providers and their employees to ensure that consumers and the public have the highest confidence in the industry.

The Authority has used statutory regulation and enforcement powers to improve service delivery. This strategy continues this mission in those areas already licensed by raising standards further. In areas where licensing has yet to commence the Authority sets out the work to be done to commence regulation and draws on the experiences of the past six years of regulation. This work will be undertaken in a manner that delivers for the consumer while being sensitive to the needs of the market and while working with the private security industry.

The Authority recognises that the private security industry is equally composed of employers and employees. Achieving change requires the commitment and contributions of both. References to the private security industry throughout this document are references to both contributions.



## **Section 2:**

### **Our Goals**

## **OUR GOALS**

The Mission Statement of the Private Security Authority is translated into action through six key goals set out in our second Strategy Statement. In summary these goals are as follows:

**Goal 1:** Continue the phased regulation of the private security industry

**Goal 2:** Ensuring compliance with licensing requirements

**Goal 3:** Raising Standards within the Industry

**Goal 4:** Improve quality and frequency of Communications

**Goal 5:** Developing Our Staff

**Goal 6:** Revise the method of proving compliance with licensing standards



## Goal 1: Continue the phased regulation of the private security industry

### Contractor Licensing

#### Review

2012 saw the introduction of licensing to contractors in the Access Control and CCTV sectors bringing new challenges to the Authority. By the end of the year 665 licences were issued, including 355 cases where the new sectors were added to an existing licence resulting in a revised licence issuing to the contractor. This represents the largest number of contractor licences issued in a single year.

Contractor licence fees for the year totalled €1,441,733 compared to fees of €763,450 in 2011. The difference is accounted for by the two year licence cycle with 2010 and 2012 having a larger volume of renewals. The corresponding figure in 2010 was €1,454,000.

#### Contractor Employment and Turnover

At the end of 2012 there were 723 contractors licensed to operate in 7 sectors compared to 741 contractors in 5 sectors in 2011. Employment by these contractors stands at 19,052 (2011: 19,313) while the combined turnover as disclosed in application forms exceeds €562 million (2011: €525 million).

#### *Employment and Turnover by Sector for Licensed Contractors*

Sector	Turnover (€)	Employee Numbers
Door Supervisor	15,389,000	1,823
Security Guard (Static)	304,643,000	14,219
Security Guard (Monitoring)	35,685,000	467
Installer of Security Equipment	133,038,000	1,675
Cash In Transit	73,904,000	868
<b>Total</b>	<b>562,659,000</b>	<b>19,052</b>

*(Based on data supplied in Application Forms)*

### **Application Processing**

During 2012 a total of 515 contractor applications were received comprised of 151 first time applications and 364 renewal applications. This brings to 3,164 the total number of applications received since contractor licensing commenced in 2006. In addition, a further 355 licensed contractors applied to add Access Control and/or CCTV to their existing licence. 54 (10%) of the applications received were rejected on receipt as invalid because all necessary documentation was not lodged. 47 of these applications were subsequently re-lodged as valid applications leaving 7 cases rejected at the end of the year. A further 10 applications were refused after failing to meet the requirements of licensing.

#### *New Contractor Applications by Sector in 2012*

<b>Sector</b>	<b>Applications Received</b>
Door Supervisor	11
Security Guard (Static)	21
Security Guard (Monitoring)	0
Installer (Access Control)	103
Installer (CCTV)	96
Installer (Intruder Alarm)	74
Cash In Transit	0
<b>Total</b>	<b>305</b>

*(Contractors may apply for more than one sector)*

56 (14%) of the 403 contractors who were scheduled to renew their licence during the year had not done so by the end of the year. The non-renewal rate of 14% is down on the 22% rate in 2011 and is the lowest rate recorded since the renewal of contractor licences began in 2008.

There can be a number of reasons for not renewing licences including consolidation in the industry, change in legal status (for example a move from sole trader to limited company) or business closure. Where the Authority hasn't confirmed the reason for the non renewal the case is referred for enforcement action to ensure that the contractor is not continuing to trade.

*Breakdown of Contractors who failed to renew licence in 2012 by sector*

	<b>Door Supervisor</b>	<b>Security Guard (Monitoring)</b>	<b>Security Guard (Static)</b>	<b>Installer (Intruder Alarms)</b>	<b>Cash In Transit</b>	<b>Total</b>
Non-Renewal	6	1	17	39	0	63
<b>REASONS FOR NON-RENEWAL</b>						
Ceased Trading	6	0	12	28	0	46
Under Investigation	0	0	4	11	0	15
Other*	0	1	1	0	0	2
<b>TOTAL</b>	<b>6</b>	<b>1</b>	<b>17</b>	<b>39</b>	<b>0</b>	<b>63</b>

*(Contractors may operate in more than one sector)*

*\*Contractor merger with or taken over by other licensed contractor*

The percentage of 2012 licences renewed after the expiry date stands at 31% unchanged from 2011. In addition, a further 12 applications to renew licences which expired in 2011 were received during 2012. The late renewal of licences creates additional demands on the Authority's resources and we continue to actively take measures to address this issue.

The introduction of licensing to the Access Control and CCTV sectors took place on the 1<sup>st</sup> October 2012. By the end of the year 731 licences had issued for the two sectors comprising of 364 for Access Control and 367 for CCTV. In addition, there were 112 applications pending from contractors applying for the new sectors, 17 for Access Control, 10 for CCTV and 85 for both. Most of the pending applications are awaiting audits from certification bodies to certify compliance with the standards required for licensing.

*Contractor Licences Issued at 31<sup>st</sup> December, 2012*

<b>Sectors</b>	<b>Number of Contractors</b>
Access Control/CCTV/Intruder Alarm	339
Security Guard (Static)	139
Intruder Alarm	129
Door Supervisor/Security Guard (Static)	50
Security Guard (Monitoring)	15
Security Guard (Monitoring)/Access Control/CCTV/Intruder Alarm	7
Cash-In-Transit	8
Door Supervisor	8
Security Guard (Static)/Access Control/CCTV/Intruder Alarm	6
Door Supervisor/Security Guard (Static)/Access Control/CCTV/ Intruder Alarm	5
Security Guard (Static)/Security Guard (Monitoring)	4
Security Guard (Static)/Security Guard (Monitoring)/Access Control/ CCTV/Intruder Alarm	4
CCTV/Intruder Alarm	4
Access Control	1
Access Control/CCTV	1
Door Supervisor/Intruder Alarm	1
Door Supervisor/Security Guard (Static)/ Access Control/CCTV	1
Security Guard (Monitoring)/Intruder Alarm	1
<b>Total</b>	<b>723</b>

**Instalment Arrangements**

In October 2010, the Authority introduced an instalment payment facility for contractors with a turnover of less than €150,000 who were renewing their licence. 74 contractors applied for and were granted the instalment arrangement during 2012 bringing to 152 the number granted since the scheme was introduced.

***Instalment Arrangements Granted by Sector***

<b>Sector</b>	<b>Granted in 2012</b>	<b>Total Granted</b>
Alarm Installers	63	134
Security Guard (Static)	6	7
Security Guard (Static) & Door Supervisor	2	6
Security Guard (Static) & Security Guard (Monitoring)	2	2
Alarm Installer & Security Guard (Static)	1	1
Security Guard (Monitoring)	0	1
Door Supervisor	0	1
<b>Total</b>	<b>74</b>	<b>152</b>

3 contractors who had an instalment arrangement had their licence revoked during the year. 1 of the revocations was for failing to make payments in accordance with the terms of the instalment arrangement. This is only the second contractor whose licence has been revoked for this reason. The other two licences were revoked during the term of the instalment arrangement because the contractors no longer held the standard required for licensing. The continuing success of the scheme can be seen from the declining non-renewal rate among contractors and the small number of contractors who have defaulted during an arrangement in the table below.

***Comparison of Number of Licences Issued for each sector at year end***

	<b>Door Supervisor</b>	<b>Security Guard (Monitoring)</b>	<b>Security Guard (Static)</b>	<b>Installer (Intruder Alarms)</b>	<b>Cash In Transit</b>	<b>All Sectors</b>
<b>Dec 2006</b>	45	15	251	282	0	593
<b>Dec 2007</b>	53	19	278	490	0	840
<b>Dec 2008</b>	56	22	254	501	0	833
<b>Dec 2009</b>	71	26	263	491	0	851
<b>Dec 2010</b>	71	29	239	494	23	856
<b>Dec 2011</b>	65	30	233	490	26	844
<b>Dec 2012</b>	65	31	208	497	25	826

*(Contractors may operate in more than one sector)*

## **Revocations and Suspensions**

The Authority views a licence as a living instrument and the monitoring of the contractor during the two year licence is an important facet of licensing. The Authority reviews the compliance status of contractors throughout the licence cycle. The merger of the licensing and enforcement units has provided a more comprehensive picture of a contractors compliance record and has allowed the Authority to be more proactive in dealing with compliance matters.

Failure to maintain the requirements of licensing can result in a licence being suspended or revoked. The decision to revoke or suspend a licence is not taken easily and the Authority will have gone through a long process of engaging with the contractor before reaching this stage.

This year 25 contractors had their licences revoked, while 2 contractor licences were suspended for a period. In addition, the Authority issued 1 Caution Notice, 2 Warning Notices and 2 Reprimand Notices to contractors during the year for a breach of licensing regulations.

Of the 25 licences revoked in 2012, 20 were as a result of the failure of the contractors to provide the Authority with evidence that they held a current valid standard, 2 were for failure to pay the prescribed licence fee<sup>1</sup>, 2 due to the dissolution of the company and 1 as the contractor had failed to provide the Authority with information requested pursuant to Section 13 of the Private Security Services Acts 2004 and 2011.

## **Appeals**

There were 3 appeals to the Private Security Appeal Board in 2012 against decisions of the Authority bringing to 51 the total number of contractor appeals received to date. This is the lowest number of contractor appeals lodged with the Appeal Board since licensing commenced. A fourth appeal which was lodged with the Appeal Board was subsequently withdrawn by the contractor. 1 appeal related to the decision to refuse the application and 2 related to the revocation of licences.

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<sup>1</sup> 1 of the two revocations for fees related to a 2011 case where the revocation did not come in to effect until 2012.

***Status of Contractor Appeals by Sector at 31/12/2012***

<b>Sector</b>	<b>Appeals Lodged</b>	<b>Decision Upheld</b>	<b>Decision Overturned</b>	<b>Outcome Awaited</b>
Door Supervisor	6	4	1	1
Security Guard (Static)	20	10	6	4
Security Guard (Monitoring)	0	0	0	0
Installer (Intruder Alarm)	33	19	14	0
<b>Total*</b>	<b>59</b>	<b>33</b>	<b>21</b>	<b>5</b>

*\*Eight appeals relate to applications in two sectors which bring the total to 51.*

**Exemption Order for Alarm Installers**

The Exemption Order for new entrants into the Installer (Intruder Alarm) introduced in September 2007 allows applicants to the sector install alarms for the purpose of obtaining the Standards EN50131 and SR40. Before an exemption order issues an applicant must meet all the other requirements of licensing. Exemptions normally issue for a period of 6 months and allow for the installation of up to 6 alarms. In 2012, 72 exemptions were issued compared to 35 in 2011. A total of 283 exemptions have been issued since the scheme was introduced in 2007.

At the end of each quarter the exemptions are published in Iris Oifigiúil and on our website. The website also contains details of all current exemptions in circulation. There were 47 exemptions still in operation at the end of the year.

***Status of Installer Exemptions issued up to 31 December, 2012***

Total Installer Exemptions Issued	283
Licences Issued	204
Licences Refused	18
Licence Applications Withdrawn	14
Exemptions Current Issued	47

In our 2011 Annual Report we announced plans to replace the exemption for installers with a new temporary licence following the provision for same in the Civil Law (Miscellaneous Provisions) Act 2011. It was subsequently decided to delay the introduction of the

temporary licence until after the extension of licensing to the Access Control and CCTV sectors. It is now planned to introduce the licence in early 2013.

The temporary licence will issue for a period of 6 months with the Authority having the power to extend the licence for a further period of 9 months.

### **Communications**

The Contractor Licensing Unit issued 2,582 items of post during the year, an increase of 22% on 2012. The increase occurred despite an increasing use of email by the Authority and can be accounted for by the introduction of licensing to the Access Control and CCTV sectors.

There were over 37,000 visits to the contractor registers on the Authority's website during 2012 which highlights the important role the website plays as a communication channel. The Authority posted regular updates on installer exemptions, revoked licences and general licensing matters on the website throughout the year. The Authority also utilised our ezine, *PSA Watch* to publicise licensing updates and provide statistics on contractor licensing while email was used to target selective groups of licence holders on issues affecting them.

### **EU Enquiry**

In May, the European Commission sought information on the licence fee paid by small contractors. The Commission was concerned that the fee for small contractors was disproportionate and might constitute a restriction on contractors from other EU states providing services in Ireland. The Commission also raised the question of whether the payment of a licence fee was in breach of the Services Directive.

Following the Authority's response, the Commission wrote further on the matter in September again referring to the fee paid by small contractors and their view that this may be in violation of Article 49 of the EU Treaties in that it is a restriction on small contractors from other EU states entering the Irish marketplace.

The Authority has advised the Commission that the fee structure is currently under review and the Commission has sought details of the review and new fee structure, to be received by mid January 2013.



## Statistical Tables

The Authority publishes an array of statistical tables during the year for the information of the Board, management, the security industry and general public.

### Contractor Licence Applications Received

This table provides an historical view of licence processing since licensing was introduced in 2006. Since that time licences have been issued to provide security services in 3,674 sectors. It is important to note that a contractor may hold licences in a number of sectors so the number of contractors who have been licensed is significantly less. Licences are valid for a two year period and 498 of the licences currently issued are to contractors who are now on their fourth licence. 731 licences relate to the new sectors of Access Control and CCTV.

### *Status of Contractor Licence Applications Received at 31<sup>st</sup> December 2012<sup>2</sup>*

<b>App Status</b>	<b>DSP</b>	<b>SGM</b>	<b>SGS</b>	<b>CIT</b>	<b>AC</b>	<b>CCTV</b>	<b>IA</b>	<b>All Sectors</b>
Lic Issued	65	31	208	25	364	367	497	1557
Lic Expired	156	60	645	22	0	0	1154	2037
App Cancelled	20	2	65	2	0	0	34	123
Lic Revoked	9	0	27	0	0	0	43	79
Lic Suspended	0	0	1	0	0	0	0	1
App Refused	17	1	52	4	0	0	87	161
App Rejected	20	5	30	0	1	2	40	98
App Withdrawn	11	1	23	0	0	1	43	79
App Incomplete	2	0	5	2	100	93	43	245
<b>Total</b>	<b>300</b>	<b>100</b>	<b>1056</b>	<b>55</b>	<b>465</b>	<b>463</b>	<b>1941</b>	<b>4380</b>

*(The numbers of applications and licences refer to applications received or licences issued by contractor and sector. If contractors have applied for more than one sector or been issued with a licence for more than one sector, they are counted more than once.) (Licence Cancelled refers to contractors who have ceased trading and their licence has been cancelled.)*

<sup>2</sup> DSP = Door Supervisor Licensed Premises, SGM = Security Guard Monitoring Centre, SGS = Static Security Guarding, CIT = Cash-In-Transit, AC = Access Control, CCTV = Closed Circuit Television  
IA = Intruder Alarms,

### Comparison of Number of Licences Issued

This table compares the number of licences issued in each sector at the beginning and end of 2012, showing the reasons for the change in the numbers during the year. There were 18 fewer licences in circulation at the end of the year when compared to the start. The Security Guard (Static) sector showed a drop of 25 while the Intruder Alarm Sector increased by 7.

### **Comparison of Licences Issued For Each Sector @ 31/12/2011 & 31/12/2012**

	<b>Door Supervisor</b>	<b>Security Guard Monitoring</b>	<b>Security Guard (Static)</b>	<b>Installer of Intruder Alarms</b>	<b>Cash In Transit</b>	<b>All Sectors</b>
<b>31/12/2011</b>	65	30	233	490	26	844
First Time*	10	0	15	58	0	83
Not Renewed	-6	-1	-17	-39	0	-63
Cancelled	-3	0	-17	-3	-2	-25
Revoked	-4	0	-10	-13	0	-27
Sectors Added	3	2	4	4	1	14
<b>31/12/2012</b>	65	31	208	497	25	826

\* First time licences issued includes applications received in 2011  
(CCTV & Access Control not added as there are no comparable figures)  
(Contractors may operate in more than one sector)

### Legal Status of Licensed Contractors

The table below illustrates that 70% of licences are held by companies, while 27% are held by sole traders.

### **Legal Status of Licensed Contractors as at 31<sup>st</sup> December 2012**

<b>Sector</b>	<b>Company</b>	<b>Sole Trader</b>	<b>Partnership</b>
Door Supervisor	52	8	5
Security Guard (Monitoring)	30	1	0
Security Guard (Static)	171	32	5
Installer of Access Control	249	103	12
Installer of CCTV	252	103	12
Installer of Intruder Alarms	307	176	14
Cash-In-Transit	25	0	0
<b>Total</b>	<b>1,086</b>	<b>423</b>	<b>48</b>

(The number of licensed contractors refers to licenses issued by contractor and sector. If contractors have been issued with a licence for more than one sector, they are counted more than once.)

### Location of Licence Holders

This table provides details on the number of contractors licensed for each sector by county.

The county is based on the address to which the licence issued.

### *Licences Issued By County at 31<sup>st</sup> December 2012*

<b>Region</b>	<b>Door Supervisor</b>	<b>Security Guard (Monitoring)</b>	<b>Security Guard (Static)</b>	<b>Installer Of Security Equipment</b>	<b>Cash-In-Transit</b>
Carlow	1	1	3	25	0
Cavan	0	1	1	19	0
Clare	2	0	4	30	0
Cork	3	4	10	93	0
Donegal	2	0	3	22	0
Dublin	27	13	85	393	15
Galway	5	1	8	53	0
Kerry	0	0	7	31	0
Kildare	7	0	16	38	4
Kilkenny	2	0	4	23	0
Laois	1	0	3	17	0
Leitrim	0	0	0	9	0
Limerick	1	1	6	56	0
Longford	0	0	2	15	0
Louth	2	0	5	53	0
Mayo	0	0	0	26	0
Meath	2	0	10	78	0
Monaghan	1	0	3	20	4
Offaly	1	0	1	20	0
Roscommon	0	0	1	9	0
Sligo	0	0	3	7	0
Tipperary	1	0	9	47	0
Waterford	2	0	5	19	2
Westmeath	0	0	2	16	0
Wexford	1	2	3	34	0
Wicklow	2	1	9	50	0
England	1	4	3	7	0
Northern Ireland	1	3	2	18	0
<b>Totals</b>	<b>65</b>	<b>31</b>	<b>208</b>	<b>1228</b>	<b>25</b>

## Licensing - Individuals

### Application Processing

2012 marked another significant year for individual licensing with the number of licences in circulation by the end of the year at 26,938. This represented a slight decrease of 3% on the number of licences in circulation at the start of the year and a decrease of 922 on the previous high of 27,860. The decrease in licences issued is a result of the normal cycle experienced because of the two year license period plus the economic recession impacting upon the sector.

#### *Comparison of Number of Licences issued at 31 December each year*

CATEGORY	2009	2010	2011	2012
Door Supervisor (Licensed Premises)	6,873	5,979	6,283	5,733
Security Guard (Static)	18,295	16,421	17,599	16,573
Door & Static	1,774	2,952	3,978	4,632
<b>Total</b>	<b>26,942</b>	<b>25,352</b>	<b>27,860</b>	<b>26,938</b>

The renewal rate for 2012 was 63%, well above the 2011 rate of 47%. By the end of the year 10,770 of the 17,070 licences which had expired had been renewed. 64% of all live licences were due for renewal in 2012. Careful monitoring of the renewal rate will continue during 2013. In addition, 407 applications were received to renew licences which expired in 2011. This brought the 2011 renewal rate to 52% up from 47% at the start of the year.

Individual license fees for 2012 totalled €1,527,784 compared to €1,464,232 in 2011. This is a reflection of the licensing cycle where there is a larger number of renewals in even numbered years compared to odd numbered years. In 2010 the fees received totalled €1,373,464.

***Impact of Licences Expiring and Licences Issuing in 2012***

<b>Renewal Month</b>	<b>Licences Expired</b>	<b>Licences Renewed</b>	<b>First Time Licences Issued</b>	<b>Total Licences Issued</b>	<b>Variation: Licences Issued Over Licences Expired</b>
January	5,971	4,620	635	5,255	-716
February	2,607	1,803	677	2,480	-127
April	1,900	1,128	1,068	2,196	296
July	2,253	1,135	699	1,834	-419
August	569	212	583	795	226
September	1,771	906	426	1,332	-439
November	1,999	966	809	1,775	-224
<b>Total</b>	<b>17,070</b>	<b>10,770</b>	<b>4,897</b>	<b>15,667</b>	<b>-1403</b>

The table above shows that the volume of first time licences has decreased from 2011 in percentage terms relative to the overall number of licenses issued. In 2011 first time licenses issued accounted for 61% of all licenses issued. In 2012 the corresponding figure is 31%. This has resulted in an overall deficit of 1,403 of licenses issued over licenses expired. This compares with a corresponding deficit of 934 in 2010 when the number of first time applications received was 6,171.

In total, 14,528 individual licence applications were received in 2012 comprising of 5,730 first time applications and 8,798 renewal applications. In 2011 a total of 12,179 individual licence applications were received comprising of 5,475 first time applications and 6,704 renewal applications.

**Processing of Applications 2012**

	<b>Applications</b>
Applications on hand at 01/01/2012	804
Applications Received in 2012	14,528
Applications Finished	13,196
Applications on hand at 31/12/2012 <i>Comprising of</i> <i>Completed Applications: 2,016</i> <i>Incomplete Applications: 120</i>	2,136

There was a decrease in the number of applications rejected on receipt as compared with 2011. Over 2,354 applications were rejected in 2012 compared to 2,700 in 2011. The reason for the decrease is difficult to determine as the number of applications received in 2012 was 2,349 more than in 2011. One explanation is that applicants are more aware of all the documentation that needs to accompany application forms and consequently there is a reduced rejection rate. Individual applications are rejected for a variety of reasons but as time goes on it would be hoped that this familiarity with the application process would increase and would eventually eliminate or continue to significantly reduce the number of rejected applications.

Since May 2010 all individual application forms are scanned and data captured by an outsourced service provider. The service provider also issues acknowledgement letters to first time applicants on our behalf. The outsourced service has allowed for the reconfiguration of our internal processing procedures and has contributed greatly to our enhanced processing times and improved customer service.

The processing times of first time applications are greatly influenced by the vetting process. 2012 saw vetting times for the year range from 11 days to 32 days compared to a range of 19 days to 45 days in 2011. The Authority is concerned at the increase in vetting times over the year and the potential impact such a continuing trend could have on the recruitment and employment practices of the sector. In 2013 the Authority will examine ways of improving vetting times in conjunction with our colleagues in the Vetting Unit of the Garda Síochána.

The measures outlined saw average processing times for first applications go from 41 days in 2011 to 55 days in 2012 while processing times for renewals went from 7 days in 2011 to 18 days in 2012. The combined average processing time now stands at 32 days. In 2013 the Authority will strive to find ways to reduce processing times which will include discussions around ways to reduce Garda vetting times.

The Authority issued 318 duplicate licences and identity cards in 2012, a reduction of 59 on the 2011 figure. Since May 2011 the Authority has been charging a fee of €20 for the issuing of duplicate documents in most circumstances and this has resulted in receipts of €3,880 in 2012.

## Status of Individual Licence Applications Received at 31<sup>st</sup> December 2012

APPLICATIONS STATUS	DOOR SUPERVISOR	SECURITY GUARD (STATIC)	TOTAL
Licence Issued	10,450	21,410	31,860
Refused	1,414	3,868	5,282
PSA Revoked	11	25	36
Withdrawn	172	280	452
Applications Cancelled	29	59	88
Suspended	6	4	10
Incomplete	36	49	85
Completed	818	1,134	1,952
<b>Total</b>	<b>12,936</b>	<b>26,829</b>	<b>39,765</b>

*(The numbers of applications and licenses refer to applications received or licenses issued by individual and sector. If individuals have applied for more than one sector or been issued with a licence for more than one sector, they are counted more than once. Excludes details of licences that have expired.)*

### Revocations and Suspensions

The monitoring of licence holders during the term of the licence is an important aspect of licensing. Where the Authority finds that a licence holder has breached the requirements of licensing it can suspend or revoke a licence. In 2012, 4 individuals had their licence suspended due to criminality related issues.

### Refusals

The Authority refused 47 individual applications in 2012 compared to 99 applications in 2011 and 158 in 2010. As in 2011 the main reason for refusing an application was Section 22(3)(a)(i) (not a fit and proper person to provide a security service) which accounted for 72% of refusals down from 77% in 2011. Most of these cases related to criminal convictions or court cases pending.

### Appeals

There were 19 appeals against the Authority's decision to refuse to grant a licence lodged with the Private Security Appeal Board during the year which included 4 appeals against decisions to revoke licences and 1 case against decisions to suspend licences.

The balance related to decisions to refuse applications for licenses. A total of 314 appeals have been lodged since licensing commenced and at the end of the year 25 appeals awaited a determination by the Appeal Board.

**Status of Individual Appeals at 31/12/2012**

<b>Appeals Lodged</b>	314
<b>Decision Upheld</b>	120
<b>Decision Overturned</b>	169
<b>Outcome Awaited</b>	25



## **Goal 2: Ensuring compliance with licensing requirements**

The Authority continued to use all its powers in 2012 to fulfil its enforcement role as set out in Goal 2 of the Authority's Strategy Statement 2011-2013. It fulfilled its role by monitoring licensed contractors and where appropriate taking necessary action against those in breach of the Private Security Services Acts 2004 and 2011. As part of its enforcement process the Authority brought in a total of 4 successful prosecutions through the Courts during 2012, 2 in the intruder alarm sector and 2 in the door supervisor sector. One of the prosecutions was under Section 38 of the Acts where a client was prosecuted for availing of the services of an unlicensed contractor.

Enforcement operations targeted individuals, contractors and clients and the breaches involved;

- contractors and individuals providing unlicensed security services;
- employing unlicensed security providers including individuals;
- those who are licensed, ensuring that licensees are operating within the remit of their licence and are adhering to the appropriate standards.
- non-compliance with the ID Badge display requirements

The Authority worked closely with the private security industry, An Garda Síochána, Revenue, Social Protection and other state agencies in carrying out its enforcement function. It also carried out its own internal assessment of particular cases, issues and sectors. The outcome of those assessments drove much of the enforcement operational work of the Authority during 2012. The reporting of unlicensed security providers together with the reporting of breaches of licensing conditions continues to be a vital and effective tool in targeting those operating illegally in the sector or outside the terms of their licence.

### **Intelligence**

Intelligence from the industry continues to be a key aid to the Authority in targeting its inspection resources. The receipt of detailed and specific intelligence is vital in assisting the investigative work of the Authority. Of the 391 pieces of intelligence received across all sectors, 262 (67%) has led to enforcement cases being created or linked to existing cases and being investigated. A total of 129 (33%) pieces of intelligence are not being

investigated for a number of reasons amongst which include that the information received was insufficient to undertake an investigation or that our records show the contractor concerned was licensed. As was the position in 2011, the Intruder Alarm sector in 2012 created the largest volume of intelligence reports at 167 (41%) of the total number of reports received followed by the Door Supervisor sector at 99 (25%) reports and Security Guarding at 71 (18%). The 391 intelligence reports received during 2012 represents a reduction of 25% on the 524 reports received in 2011. However, in 2012 and 2011 the trend as a representative of the overall total number of reports received is maintained with the intruder alarm sector continuing to create the highest number of intelligence reports.

### 2012 Intelligence reports received by Sector and Status

Status	Door Supervisor	Security Guard Monitoring	Security Guard (Static)	Installer (Intruder Alarms)	CIT	CCTV	Access Control	Total
Linked to Case/Being Investigated	60	12	44	119	2	19	8	262
2011 ( )	(100)	(18)	(77)	(156)				(351)
Not being Investigated*	39	11	27	48		2	2	129
2011 ( )	(54)	(11)	(47)	(61)				(173)
Total	99	23	71	167	2	21	10	391
	(154)	(29)	(124)	(217)	2	21	10	(524)

\* Not being investigated means that the intelligence supplied was insufficient or that the contractor/individual is licensed and that was the basis of the intelligence supplied.

### Case Management

A total of 930 enforcement cases were managed during 2012 of which 804 (86%) cases were dealt during this period. At the end of 2012 there were 140 (13%) cases which remained live which is broadly in line with the end of year position of almost (18%) concerning enforcement in 2011.

All live enforcement cases that have been open for more than three months are actively reviewed. The following chart sets out the position regarding the aging of all live cases as at the end of December 2012:

	2010	2011	2012
<b>Cases Processed</b>	1968	1565	930
<b>Cases Completed</b>	1959	1560	804
<b>Live Cases</b>	9	5	126

(Total live cases at 31 December, 2012 = 140)

The PSA Inspectors, on an ongoing basis, review enforcement cases, ensuring that they are processed, investigated, managed and brought to a speedy conclusion. At the end of 2012, there were 140 live cases on hand of which 43 (31%) cases were more than 3 months old and 14 (10%) more than 12 months old. It is the policy of the PSA, not to close a case until it is satisfied that all reasonable steps have been taken to fully investigate and resolve the issues.

There were 3 enforcement cases before the Appeals Board in 2012 of which 2 were adjudicated, where the decision of the PSA was upheld. In respect of the third case, this appeal remains as yet to be adjudicated upon by the Appeal Board. The following table provides a breakdown of the live cases on hand as at the end of December 2012:

#### **Live Enforcement Cases by Sector at 31 December, 2012**

<b>Sector</b>	<b>Employee</b>	<b>Client</b>	<b>Contractor</b>
<b>Door Supervisor</b>	18	24	8
<b>Security Guard (Monitoring)</b>	0	0	4
<b>Security Guard (Static)</b>	3	2	37
<b>Installer (Intruder Alarm)</b>	0	15	16
<b>Cash In Transit</b>	0	0	1
<b>CCTV</b>	0	0	10
<b>Access Control</b>	0	0	2
<b>Total</b>	<b>21</b>	<b>41</b>	<b>78</b>

### **Contractor Compliance – PSA Monitoring**

The enforcement role in relation to monitoring licensed contractors continued to be an important focus during 2012. In total 91 licensing inspections were carried out which involved 68 Quality Control Inspections and 10 Investigative Inspections to ensure that the contractors were operating within the remit of the licence granted and that they met fully the conditions of the standard and other requirements set out for that licence. In addition 13 pre-licensing inspections were carried out on contractors. As outlined earlier the PSA received a total of 391 intelligence reports which resulted in an additional 262 investigations. The remaining 129 intelligence reports could not be processed as the information provided was insufficient to undertake an investigation.

While a number of licensees were found to be compliant, reprimands, warnings, cautions and advices were issued against licensees where non conformances were identified. This process demands that corrective action is undertaken. The follow-up by the PSA inspectors ensures that all contractors are operating under the same terms and that the client and public are safeguarded in that the service is delivered uniformly to the standards set down by the PSA.

The main non compliance issues found related to tax compliance, staff screening, staff on-site training, key-holding records, assignment instructions and health and safety. A further analysis of all 91 licensing inspections undertaken shows that 55 (60%) were in the category of small contractor with less than 50 employees. A total of 8 (14.5%) contractors in this category had one major non compliance issue i.e. an issue that would have prevented the contractor from getting an IS999 Certificate and becoming licensed. However this rate represents a further reduction on the 20% rate recorded in 2011 and a significant reduction on the 37% rate found with one major non compliance issue in the same category in 2010.

On further analysis of this category (contractors with less than 50 employees) with one major non-compliance issue (reprimand/warning), 62.5% of contractors are in the static guard sector with 25% in the DSP only sector, having one major non-conformity which maybe explained by the large proportion of individuals working in the DSP sector which are in-house and therefore there is less movement of contractors.

In relation to the pre-licensing inspections carried out on 13 contractors, 4 were found to be compliant with licensing requirements, 5 had non conformances which were rectified and they subsequently became licensed. A further 2 cases are awaiting a reply with 1 application withdrawn and 1 application rejected owing to financial difficulties.

The results of inspections on over 200 contractors over the last two years will allow the PSA to use the outcome of the inspections to move to more risk based operations in 2013. The PSA is moving to more risk profiling of contractors to target its resources in an effective manner. The PSA will use information gained from numerous sources to assist in profiling, including information from its own inspections, information from the Revenue Commissioners, information being submitted by the Certification Bodies and information from other sources.

**Formal sanctions against Contractor Licensees**

During 2012, as a result of inspections undertaken on licensed contractors and other enforcement work, the Authority initiated the following Section 26 actions against contractor licensees:

**Formal sanctions against Contractor Licensees**

Suspensions	0
Refusals	3
Licence issued with Reprimand	1
Reprimand	3
Warning	10
Caution	10
Advice	29
Total	56

(These figures can vary from those provided in the Contractor Cases Closed report as some of the above cases remain open. In addition, it should be noted that some of the Contractor Closed cases commenced prior to 2012.)

**Contractor Cases completed by sector and reason for completion**

During 2012, the PSA completed investigations into a total of 320 cases which resulted in actions initiated by the Authority, including in 58 contractor cases where post inspection issues were resolved and where Section 26 was invoked which involved the issuing of advice, cautions and warnings. The comparative figure for 2011 was 55 cases where

Section 26 was invoked. Following enforcement action 2 licences were refused with 3 successful prosecutions of contractors achieved. In respect of 25 intelligence reports, the PSA was not in a position to investigate these complaints as the information provided was insufficient to proceed to investigation. The PSA will continue to issue such actions in 2013 where appropriate.

**Contractor Cases completed during 2012, by sector and reason for completion<sup>3</sup>**

<b>Reason for Completion</b>	<b>DSP</b>	<b>SGM</b>	<b>SGS</b>	<b>IA</b>	<b>CIT</b>	<b>CCTV</b>	<b>Total</b>
Post Inspection / Investigation Issues Finalised	9	4	25	20			58
Post Inspection Issues Resolved: Reprimand Issued	1		2				3
Post Inspection Issues Resolved: Warning Issued	4		4		1		9
Post Inspection Issues Resolved: Caution Issued	4	4	7				15
Post Inspection Issues Resolved: Advice Issued	5	3	24				32
Compliant following Inspection of Records	2		9				11
Licence Cancelled	1						1
Licence Application Rejected – Section 37 Notice Issued			1				1
Licence Application Withdrawn – Section 37 Notice Issued	1						1
Licence Refused following Enforcement Action	1			1			2
Licence Recommended following Enforcement Action	3	1	2	5			11
Prosecution Achieved	1			2			3
No Longer Operating/ Trading	8	1	19	44		1	73
Licensed	12		16	25			53
Covered by Exemption Order / Section 52 / Section 23				5			5
Not Licensable Activity			3	9			12*
Not proceeding with Section 39 complaint	3		3				6
Insufficient Information to warrant further Investigation	1	1	4	19			25
<b>Total</b>							<b>320</b>

\*Figure refers to sectors which were non-licensable at time of investigation

<sup>3</sup> DSP = Door Supervisor Licensed Premises, SGM = Security Guard Monitoring Centre, SGS = Security Guard Static, IA = Intruder Alarms, CIT = Cash-In-Transit, CCTV = Closed Circuit Television

### **Door Supervisor Contractor cases**

The PSA successfully prosecuted one unlicensed contractor in this sector during 2012. There are 50 live cases in the sector, 18 of which relate to individuals, 24 relate to clients and 8 relate to contractors. Of the cases closed during 2012 in this sector 10 clients terminated the contract of unlicensed contractors and 8 contractors are no longer operating. In 9 cases, post inspection/investigation issues have been resolved. The comparative figures in 2011 were: 6 clients terminated contracts, 11 no longer operating and 20 cases where post inspection/investigation issues were resolved.

The following is a sample of the type of cases encountered in this sector by the Authority during the year:

### **Prosecution of owner of licensed premises for employing unlicensed employees**

- Following an inspection of a licensed premises two unlicensed doormen were found to be working on the premises.
- On a previous occasion the owner of the premises was found to be employing unlicensed door staff and was made aware by the PSA inspector of licensing requirements.
- Under section 38 of the Acts, the PSA undertook a successful prosecution against the owner of the premises who was ordered by the Court to pay a fine and the PSA was awarded its costs.

### **Confirmation of cessation of operation of a door supervisor (licensed premises) and security guard (static) contractor who had a license renewal application refused**

- Licensed contractor was inspected prior to expiry of the licence
- Contractor failed to comply with the inspection because of failure to supply a Tax Clearance Certificate and valid IS999 standard.
- Licensed contractor claimed to be in a position to resolve these issues and stated that the company in question was currently in negotiations with the Revenue Commissioners to settle an outstanding liability which in turn would result in the issuing of a Tax Clearance Certificate.
- The Authority looked for confirmation of this information from the Revenue Commissioners via the Memorandum of Understanding with the Revenue Commissioners.

- The information provided by the Revenue Commissioners contradicted the claim of the licensed contractor and as such the contractor licence renewal application was refused.
- The client base of the now unlicensed contractor, which had been identified during the inspection conducted was targeted to ensure that the current provider of door supervisor (licensed premises) and security guard (static) was licensed by the Authority.
- Termination of engagement of the unlicensed contractor was confirmed.

#### **Warning issued against Contractor for non-compliance of licensing requirements**

- Contractor operating in multiple security sectors and inattentive to the full licensing requirements of the DSP sector.
- Regular monitoring undertaken identified, unlicensed staff, static guard licensed staff operating on doors and employees of contractor employing staff without knowledge or permission of contractor.
- Distinct lack of supervision by contractor of operations identified.
- Action taken against Contractor under Section 26 of the Acts.
- Contractor fully cooperative with investigations and rectified non-compliance issues.
- Improved compliance found on re-visits conducted on licensed premises.

#### **Security Guarding Contractor cases**

There are 42 live cases with 37 relating to contractors, 2 relating to clients and 3 relating to individuals. Of the cases closed in this sector 26 clients terminated the contract of unlicensed operators and 19 contractors are no longer operating. In 25 cases, post inspection/ investigation issues have been resolved. The comparative figures for 2011 were: 6 clients terminated contracts, 26 contractors are no longer operating and 70 post inspection issues resolved. As a result more time was spent ensuring issues were fully resolved.

The following is a sample of the type of cases encountered in this sector by the Authority during the year:



### **Client Terminates Services of Unlicensed Security Guard (Static) Contractor**

- Following an inspection of a Contractor, a client was identified as a client of a then licensed contractor.
- The Contractor had its contractor licence renewal application refused in December 2011.
- As a follow up to the licence refusal, the identified client was contacted and was asked to confirm the identity and licence number of their current security guard (static) provider.
- The licence status of the current contractor identified was confirmed which verified that the client had terminated the services of the unlicensed contractor.

### **Warning issued to security guard (static) employee**

- Following inspection of retail premises licensed individual identified was not displaying an identity badge as required pursuant to Section 30 of the Private Security Services Acts 2004 & 2011.
- Licensed individual issued with a Warning notice pursuant to Section 26 of the Private Security Services Acts 2004 and 2011.
- Employer of licensed individual contacted and informed of the breach of Section 30 of the Acts.
- Employer of licensed individual gave a commitment to monitor the compliance of this employee to ensure the employee correctly displays an identity badge at all times while on duty.
- Retail premises to be re-visited to ensure full compliance with Section 30 of the Acts has been achieved.

### **Suspension of unlicensed security guard (static) pending renewal of expired licence**

- Inspection of retail premises identified unlicensed individual providing a security guard (static) service on an in-house basis.
- The unlicensed individual was previously licensed but licence had expired.
- Unlicensed individual issued with an enforcement notice pursuant to Section 37 of the Private Security Services Acts 2004 and 2011.
- Employer of unlicensed individual issued with an enforcement notice pursuant to Section 38 of the Private Security Services Acts 2004 and 2011.

- Suspension of employment of unlicensed individual confirmed by employer.
- Individual later applied to renew their security guard (static) licence and this licence was backdated to the expiry date. The individual concerned gained no advantage in not renewing licence on time.

### **Request to confirm employment status of individual who had licence application refused**

- A request from Individual Licensing Division of the Authority to undertake an inspection relating to a refusal of an individual's licence application.
- The applicant provided details of their last known employer, a licensed contractor.
- Following an inspection of the identified employer, it was confirmed that the individual in question is not engaged by the employer in a licensable capacity.

### **Intruder Alarm cases**

Intelligence was a key tool in driving investigations into both unlicensed operators and their clients and also any contractors that did not renew their licence during the year were also targeted. Two successful prosecutions were achieved in this sector.

In the Alarm Installer sector there are currently 31 live cases with 16 of these relating to contractors and 15 relating to clients. Figures relating to cases dealt with in the Alarm Installer sector show that in 44 of these cases the contractor was no longer operating, and that in 25 of the cases the contractor was licensed. In 19 cases the information was insufficient to warrant further investigation. The comparative figures for 2011 show that 82 contractors were no longer operating, 28 cases where the contractor was licensed and in 26 cases there was insufficient information to pursue an investigation.

The following is a sample of the type of cases encountered in this sector by the Authority during the year:

### **Prosecution of unlicensed intruder alarm installer**

- Following investigation of installation of intruder alarm installation, the installer was found to be an unlicensed installer having been previously licensed.
- This was the second time the installer was found to be installing as an unlicensed contractor.

- On both occasions the PSA undertook a successful prosecution.
- The unlicensed contractor was fined and the PSA was awarded its costs.

**Installer of security equipment (installation and maintenance of intruder alarm) contractor licence recommended following enforcement action**

- Following receipt of intelligence relating to an unlicensed installer of security equipment (installation and maintenance of intruder alarm) contractor which highlighted that this contractor was advertising the provision of installer of security equipment (installation and maintenance of intruder alarm) services without a licence in contravention of Section 37 of the Private Security Services Acts 2004 and 2011.
- The unlicensed contractor received an enforcement notice pursuant to Section 37 of the Private Security Services Acts 2004 and 2011.
- The contractor's core business related to CCTV work. On foot of PSA action, the contractor responded by applying for an installer of security equipment (installation and maintenance of intruder alarm) contractor licence.

**Client of Alarm Installer and maintenance of system**

- Intelligence received that an unlicensed installer, installed and maintains an alarm system on a public building.
- The Client stated the alarm was installed by a licensed contractor but that the maintenance was undertaken by an unlicensed contractor.
- Client ceased employment of unlicensed maintenance contractor.
- Following investigations by the PSA, the unlicensed maintenance contractor has ceased operating.

**Alarm Monitoring**

There are currently no live cases in the Security Guard (monitoring centre) sector. During 2012, one inspection was carried out on an alarm monitoring centre which resulted in issuing an advice notice.

The following is a sample of the type of cases encountered in this sector by the Authority during the year:

### **Inspection of licensed security guard (monitoring centre) contractor**

- Inspection of licensed security guard (monitoring centre) contractor conducted
- Non-conformities relating to industry standard SR41 identified.
- Advice notice pursuant to Section 26 of the Private Security Services Acts 2004 and 2011 issued to contractor.

### **Cash in Transit**

The Inspection team aided by International consultants carried out inspections on the licensed contractors to ensure that they were meeting the standards underpinning licensing. Any issues found were raised with the individual companies.

### **Individual Compliance**

During 2012, the PSA Inspectors targeted individual licensing and compliance with the requirement to wear ID badges by carrying out inspections on licensed premises and venues where door supervision and security guarding is carried out. On occasions, they were accompanied by members of the Garda Síochána and officials of the Revenue Commissioners. Inspections were carried out on 113 occasions (76 DSP and 37 SG) at night, during the day and at weekends on 927 premises around the country. In total 671 venues engaged security of which 303 venues employed security contractors. Overall individual licensing for both sectors showed a 97% rate of compliance, which shows a consecutive improvement on the 95.5% individual compliance rate of 2011.

Compliance by individuals in relation to being licensed and the requirement to carry the licence was found to be at almost 99% in the SG sector which represents a welcome increase from a 98% compliance rate in 2011. In the DSP sector the rate was found to be almost 95% showing a small increase on the compliance rate of 94.5% for 2011.

The requirement to wear an ID badge is being vigorously enforced by the PSA Inspectorate. During 2012, the compliance rate in relation to the wearing of the ID badge in the security guarding sector was found to be 96% which represents a 3% increase on the compliance rate of 93% in 2011 and a 7% increase on the recorded compliance rate in 2010. In the door supervisor sector the ID Badge compliance rate was found to be almost 91% which represents a further increase in the compliance rate of almost 89% in 2011.

**Breakdown by Sector in relation to compliance with S.37** (requirement to be licensed), **S.29** (requirement to carry a licence), **S.30** (requirement to display an ID Badge).

**Security Guarding**

<b>Year</b>	<b>Venues with Security</b>	<b>S.37 % Licenced</b>	<b>S.29 % Carry</b>	<b>S.30 % Display</b>
<b>2012</b>	<b>201</b>	<b>98.17</b>	<b>98.97</b>	<b>96.18</b>
2011	257	97.6	98	93

**Door Security**

<b>Year</b>	<b>Venues with Security</b>	<b>S.37 % Licenced</b>	<b>S.29 % Carry</b>	<b>S.30 % Display</b>
<b>2012</b>	<b>470</b>	<b>95.65</b>	<b>93.97</b>	<b>90.49</b>
2011	524	94.8	94.5	88.7

**Formal sanctions issued against Individuals**

The total number of Section 26 notices issued to individual licensees during 2012 was 221 (some of which are still live cases). This is a decrease on the 2011 figure of 256 and represents a further decrease of the 2010 figure of 305 which strongly suggests a continued improvement in overall compliance rates in the private security sectors.

During 2012 the following formal sanctions under Section 26 of the Act were initiated by the PSA against licensed individuals:

**Formal sanctions issued against Individuals**

<b>S.26 Action</b>	<b>SG</b>	<b>DSP</b>	<b>Total</b>
<b>Reprimand</b>	11	18	<b>29</b>
<b>Warning</b>	14	148	<b>162</b>
<b>Caution</b>	6	15	<b>21</b>
<b>Advice</b>	1	8	<b>9</b>
<b>Total</b>	<b>32</b>	<b>189</b>	<b>221</b>

### Individual's Cases completed in 2012 by sector and reason for completion

The following chart sets out the cases against Individuals which were closed in 2012. The majority related to formal actions taken as a result of non compliance with the wearing of the ID badge or other issues found during inspections.

Reason for Completion	DSP	SG	Total
Post Inspection / Investigation Issues Finalised	9	5	14
No Longer Employed	23	6	29
Licensed	18	1	19
Licence Revoked	0	1	1
Licence Suspended following Enforcement Action	2	0	2
Licence Recommended following Enforcement Action	3	1	4
Insufficient Information to warrant further Investigation	9	2	11
Not Licensable Activity	1	2	3
Issued Advice	8	1	9
Issued Caution	15	6	21
Issued Warning	148	14	162
Issued Reprimand	18	11	29
Formal Notice Issued to Applicant	2	0	2
Not proceeding with Section 39 complaint	3	0	3
<b>Total</b>	<b>259</b>	<b>50</b>	<b>309</b>

(Figure includes other sectors that were not licensable at time of investigation.)

### Action against Clients

The targeting of clients is a very important aspect of the enforcement work. The power to prosecute a client of an unlicensed security service provider has been one of the most effective tools in ensuring compliance with licensing requirements. During 2012, a hotel owner was successfully prosecuted for the employment of two unlicensed individuals having been warned by PSA inspectors previously and made aware of the requirements to engage licensed individuals as door supervisors.

There were a number of significant cases which demanded detailed investigative work of the contractors and its clients. In a number of cases each client was tracked to ensure that the client terminated the contract and moved the contract to a licensed contractor or in some cases the client took the security staff in house. Almost 45% of the intelligence or

information received in 2012 relating to clients cannot be further investigated as the information received is insufficient. This rate is broadly in line with the 2011 rate for information received which cannot be further advanced. The PSA will review the process under which such reports are received and consider what, if any necessary steps can be taken to improve the quality of the information supplied.

**Client Cases completed during 2012, by sector and reason for completion**

<b>Reason for Completion</b>	<b>DSP</b>	<b>SG</b>	<b>IA</b>	<b>CCTV</b>	<b>Total</b>
Post Inspection / Investigation Issues Finalised	13	2	12		27
Contractor used - Covered by Exemption Order			3		3
No Longer Operating	1	1			2
Prosecution Achieved	1				1
Insufficient Information to warrant further Investigation	6	6	54	1	67
Not Licensable Activity	2	3	45		50
<b>Total</b>	<b>23</b>	<b>12</b>	<b>114</b>	<b>1</b>	<b>150</b>

(Figure includes other sectors that were not licensable at time of investigation.)

**Formal complaints against licensees (S.39 of the Acts)**

The PSA received 26 formal complaints against licensees, 13 of which were against individuals. All cases were dealt with under Section 39 of the Private Security Services Acts, 2004 and 2011 and in accordance with the Private Security (Complaints Procedures) Regulations 2006. The number of cases finalised was 23 and the outcomes include: 3 cases with no action taken against the licensees, 3 cases where there was no breach of the legislation and 15 cases did not proceed to a full investigation as the complainants did not wish to proceed further with the complaint. However, in the opinion of the PSA, any case which it considers warrants further investigation will be pursued. In 2 cases there was insufficient information to proceed with an investigation. Currently there are 3 live cases receiving attention.

## Prosecutions

The following is a summary of prosecution cases that were submitted to solicitors and heard in Court in 2012:

### Summary of Prosecution Cases

Cases for Prosecution	Total	SG	DSP	Alarm Installer
Number of cases submitted for prosecution	4	0	2	2
No of cases that breached Section 37 of the Act (operated without a licence)	3	0	1	2
No of cases that breached Section 38 of the Act (engaged an unlicensed person)	1	0	1	0
No of prosecution cases Heard in Court	4	0	2	2
No of successful prosecutions	4	0	2	2
No of unsuccessful prosecutions	0	0	0	0

PSA Enforcement Division brought 4 cases to Court in 2012 which resulted in 4 successful prosecutions, 2 of which were in the Door Supervisor (licensed premises) sector and 2 in the Intruder Alarm Sector.

A hotel owner in the East was prosecuted for engaging two unlicensed individuals. In another case, a Bench Warrant issued for the arrest of one intruder alarm installer contractor who was subsequently convicted and ordered to pay almost €1,584 in fines and costs. One unlicensed intruder alarm installer was prosecuted and convicted on two counts of installing an alarm in 2011 and had imposed fines and costs of €11,134. The cost and fines were appealed by the contractor on grounds of severity. On appeal the fines and costs were reduced.

Fines totalling €1,500 and costs of €3,234 were awarded in prosecution cases brought by the PSA in 2012. The PSA Inspectors are preparing a number of other cases for prosecution which will come before the Courts during 2013.



### List of companies successfully prosecuted by the PSA in 2012

No	Name	Address	Sector & Section Breached	Date Prosecuted
1	Noel Leavy	The Square, Oldcastle, Co. Meath.	<b>DSP S.38</b> <b>Using unlicenced</b> <b>security service</b>	20/1/2012
2	Prima Security Limited	29 St. Malachy's Drive, Greenhills, Dublin 12.	<b>IAS S.37</b> <b>Providing</b> <b>unlicenced</b> <b>security service</b>	21/05/2012
3	Liam Whoriskey t/a Whoriskey Security Systems	No. 5 Oak Road, Connell Drive, Newbridge, Co. Kildare.	<b>IAS S.37</b> <b>Providing</b> <b>unlicenced</b> <b>security service</b>	12/9/2012 10/10/2012 3/12/2012
4	William O'Sullivan otherwise known as Billy O'Sullivan	1 Glencurrig, South Douglas Road, Cork.	<b>DSP S.37</b> <b>Providing</b> <b>unlicenced</b> <b>security service</b>	4/10/2012

(Sectors Breached: Installer = 2; Door Supervisor = 2)

### Private Security Authorities Liaison with other State Agencies

The PSA has built a structure for liaison and consultation on issues with other State agencies in order to fulfil our mutual responsibilities. The PSA has worked in co-operation with and carried out inspections in conjunction with the assistance of the Garda Síochána, Social Protection and the Revenue Commissioners. This mutual co-operation has been effective in respect of target inspections, monitoring of activity across the private security sector, gaining intelligence and increased compliance in the sector.

Liaison with the Garda Síochána has taken place on a number of levels. In relation to the DSP and SG sectors, they provided assistance with particular cases. On 27 occasions involving 278 venues the Gardaí accompanied the PSA Inspectors during night inspections. The PSA has also worked closely with the Revenue Commissioners targeting locations and venues for non-compliance of the Private Security Services Acts 2004 and 2011 and for tax compliance issues. On 11 occasions involving 106 venues the PSA and the Revenue Commissioners have undertaken joint inspections. The PSA will continue to work collaboratively with State agencies in pursuit of compliance within the private security sectors.

During 2012, the PSA has used the Memorandum of Understanding which was established between the PSA and the Revenue Commissioners to obtain information in relation to tax compliance of contractors. The PSA has requested information in a total of 73 cases compared with 104 cases in 2011 and supplied information on request from the Revenue Commissioners in 4 cases, compared with 7 requests for information received from Revenue Commissioners in 2011. This exchange of information has proven to be a successful tool for both organisations, in obtaining accurate information and allowing the PSA to make a full assessment of particular cases and this co-operation will continue in 2013.

Liaison with the National Employment Rights Authority (NERA) continues on general employment rights issues and where appropriate the PSA refer relevant complaints directly to NERA.

Also during 2012, the PSA used the formal channel for accessing Land Registry details and used the online service of the Property Registration Authority to obtain details on ownership of properties in assisting the PSA in advancing it's investigations.

### Goal 3: Raising Standards within the Industry

#### Contractor Standards

##### General

Contractors seeking a licence to provide security services are required to adhere to standards prescribed by the Authority.

The Authority prescribes two types of standards:

- Quality Management Systems standards and
- Product/Technical standards

The objective of quality management standards is to specify good business practices in the provision of security services and incorporates such areas as business structure, relationship with clients and quality of service, staff training and recruitment procedures. Product or technical standards specify technical or operational requirements for the specific type of security provided.

#### *Standards Prescribed For Licensing*

<b>SECTOR</b>	<b>Relevant Quality Management Standard</b>	<b>Relevant Product or Technical Standard</b>
Door Security	I.S. 999:2004	N/A
Security Guarding (Static)	I.S. 999:2004	N/A
Security Guard (Monitoring)	SR41	IS 228
Installer of Access Control	SR40	N/A
Installer of CCTV	SR40	PSA 2006:12
Installers of Intruder Alarms	SR40	IS EN50131-1 & IS EN50131-7
Cash-in-Transit	IS 998	PSA CIT1:2007

## **Review**

2012 was an eventful year for the Authority with progress made in a number of key areas. The introduction of licensing to the Access Control and CCTV sectors brought to a close the Authority's work in the development and prescribing of standards in these areas. There was progress on the review of the standard applying to Door Supervisor and Security Guard (Static) contractors with a draft standard published for public consultation in March. The draft regulations necessary to allow the introduction of licensing of the Event security sector were submitted to the Attorney General's Office while preparatory work commenced on drafting a standard for the Locksmith sector. Consultation with stakeholders on the introduction of licensing for CCTV Monitoring Centres also got underway and work on the revision of the technical standard for Cash-In-Transit licensing began.

## **Standard for Door Supervisor and Security Guard (Static) Sectors**

Work on a new standard for the Door Supervisor, Security Guard (Static) and Event Security sectors continued in 2012 with the working group established in 2011 progressing the development of the standard. A draft document entitled "*A Standard for PSA Licensing – Future requirements for the licensing of services relating to Security Guarding, Door Supervision and Event Security*" was published for public consultation in March. 12 submissions were received from an array of individuals and groups and the working group considered same in July. The latest draft of the document was circulated to working group members in November and it is planned to have sign off of the final version completed in early 2013.

Although the Event Security sector was included in the draft "*Standard for Licensing*" document, this element of the document was withdrawn following events in the Phoenix Park during the summer. The Authority has decided to develop a separate standard for Event Security with a view to licensing the sector in 2013.

## **Installers of Intruder Alarms**

Installers of Intruder Alarms are subject to licensing and contractors in this sector must attain technical compliance with IS EN 50131 (Parts 1 and 7) as part of the licensing requirements. Contractors who have not installed alarms since the introduction of

licensing to the sector in 2006 and who continue to maintain alarms have been unable to meet the requirements of the IS EN 50131 standard.

During 2012 the PSA introduced specific requirements aimed at the small number of contractors who fall into the maintenance only category and introduced a maintenance only licence to allow for the licensing of these contractors. This has helped bring clarity to the maintenance only contractors, an area where previously some confusion has existed.

### **Installers of Access Control and CCTV**

The Authority completed work on the legislative regulations required for the licensing of the Access Control and CCTV sectors in April and the regulations were signed by the Minister for Justice and Equality in May. Licensing of contractors providing Access Control and CCTV services took effect from 1<sup>st</sup> October 2012. The standard for CCTV licensing is PSA 2006\_12, a technical document developed by the Authority. CCTV contractors are also required to show compliance with SR 40, the quality management system standard already in use for Installers of Intruder Alarms. The SR 40 quality management system standard is also used to underpin the licensing of Access Control contractors. It is planned to develop a technical requirements document covering Access Control at a future date.

### **Event Security**

As mentioned elsewhere, the public consultation document “*A Standard for PSA Licensing*” included a section on Event Security which was subsequently withdrawn following incidents in the Phoenix Park. The Authority is currently drafting an Event Security specific standard with a view to publishing a consultation document in early 2013. The Authority has also drafted legislative regulations for this sector and are in discussions with the Department of Justice and Equality and the Attorney General’s Office on the contents of same. Consultation with the Event Security industry will begin in 2013 with a view to licensing the sector during the course of 2013.

### **Locksmiths**

During 2012 the Authority circulated a draft standard for the licensing of Locksmiths and Installers of Safes to the Associated Locksmiths of Ireland as a precursor to the development of a standard for these sectors. Discussions on the document followed and in

2013 it is planned to establish a working group to develop the standard further. The aim is to complete the development of the standard and then set a date for the licensing of Locksmiths and Installers of Safes. Licensing of the Locksmith sector follows logically from the introduction of licensing to the Access Control sector since mechanical locks and locking mechanisms comprise security access control specific to the locksmith sector.

### **CCTV Monitoring Centres**

Consultations with the National Monitoring Centres Forum which represents licensed Monitoring Centres took place concerning the introduction of a European set of standards (EN 50518 Parts 1,2 and 3) for monitoring centres to replace the current Irish national standard IS 228 which is used for licensing purposes.

Discussions also took place on the introduction of licensing for CCTV Monitoring Centres following the introduction of licensing for CCTV Installers. As part of these discussions a review of SR 45, the CCTV monitoring specific standard intended for use as part of PSA licensing, was commenced and is being undertaken by the National Standards Authority of Ireland. The review is expected to conclude in early 2013. In the meantime the Authority has drafted legislative regulations which will give effect to the licensing of CCTV Monitoring Centres.

### **Cash-In-Transit**

Work on the revision of the technical standard for Cash-In-Transit licensing (PSA CIT1:2007) has begun with An Garda Síochána and the Authority's technical advisors providing assistance in the drafting of the new document. A draft document will be circulated to industry representatives in January 2013 followed by discussions with the various stakeholders. It is hoped to issue the revised standard in Q3 of 2013.

### **Other sectors**

The remaining sectors to be licensed do not currently have standards and will require a body of development work to be undertaken in advance of the introduction of licensing. In 2013, the Authority proposes to establish a working group to look at developing a standard for Private Investigators with a view to licensing the sector in 2014. The extension of licensing to other sectors will be considered when the current body of work involving

Cash-In-Transit, CCTV Monitoring Centres, Event Security, Installers of Safes, Locksmiths and Private Investigators is complete.

### **Auditing Bodies**

The standards prescribed by the Authority for licensing are audited by independent certification bodies. A new certification body was approved by the Authority in 2012 bringing to 7 the number of bodies providing auditing services to licensed contractors. The Certification Bodies Forum meets regularly and provides for ongoing consultation between the Authority and the standards certification bodies. This Certification Bodies Forum ensures that the Authority's licensing requirements are met and that there is consistency among the certification bodies when auditing contractors.

The Authority also consults with the Irish National Accreditation Board (INAB), the national body responsible for the accreditation of certification bodies, on issues of mutual interest regarding the certification bodies. The Authority is also represented on the Electro-Technical Council of Ireland Technical Committee 13 which covers matters such as intruder alarms, CCTV, monitoring centres and other security related areas.

### **Training Requirements for Individuals**

The Authority continued to meet its objectives in respect of its remit concerning training activities in 2012 and has continued to contribute to the transformation of the private security industry. During 2012 the Authority undertook some important background research, both national and international, which once again underpinned the decision making of the Board of the Executive on a number of issues.

### **Mutual Recognition of Foreign Qualifications**

The Mutual Recognition of Qualifications Directive (Directive 2005/36/EC, as amended by 2006/100/EC) defines a set of rules allowing professionals qualified in one Member State to exercise their profession in another Member State. This Directive was incorporated into Irish Law in 2008.

The Private Security Authority is the designated Competent Authority for the Irish private security industry. The Authority has responsibility for the evaluation of qualifications obtained outside the Irish jurisdiction, which fall within the scope of the Directive, to

establish whether or not such qualifications are acceptable as meeting the minimum training requirements for the purpose of eligibility for a licence in the sectors currently licensed in the State.

Where gaps in learning have been identified in the qualification obtained or awarded in another Member State, which would negatively impact on an individual's skill and competence to carry out the duties required, the competent authority will, as required by the Directive, stipulate that the individual holding the foreign qualification undertake either an assessment or a period of adaptation to address the identified learning gaps.

In 2012 the Authority responded, in writing, to 40 queries on the recognition of foreign qualifications which resulted in the receipt of 3 formal applications. In 2 cases the review process was completed and in the other case the applicant subsequently withdrew his application. The introduction of licensing to other sectors of the security industry will further develop the range of qualifications the PSA will be required to review under the Directive.

The Division submitted an obligatory return to the Department of Education & Skills (which is the Irish designated contact point) in respect of applications received in 2011 by the Authority for qualifications that were reviewed under EU Directive 2005/36/EC. Furthermore the Authority throughout 2012 monitored publications and proposals to amend the EU directive by The European Commission.

The Private Security Licensing and Qualifications regulation 2006 prescribes two specific FETAC Level 4 Minor Awards or equivalent as the minimum training standard required for the purpose of eligibility for a licence in the individual sectors currently licensed. The Authority, when relevant, continues to complete equivalence reviews to determine the equivalence of other Irish security training awards with those prescribed in legislation.

### **Web based listing of FETAC Accredited Training Providers and Programmes**

During 2012 the Authority continued to update and maintain a list of FETAC accredited training providers together with a list of programmes maintained by them on its website. FETAC in November, 2012 was amalgamated with other educational bodies into one body now known as Quality & Qualifications Ireland (QQI).



### **FETAC Certification**

During 2012 the amalgamation of the Further Education and Training Awards Council (FETAC), the Higher Education and Training Awards Council (HETAC), the National Qualifications Authority of Ireland (NQAI) and the Irish Universities Quality Board (IUQB) took place and the Authority held discussions with this body on the issue of the updated requirements for Guarding Skills and Door Security Procedures Awards that came into effect in December, 2012. Award Certification periods are 6 times a year with FETAC/QQI certificates issued to those candidates who have been successful in the assessment which follows the direct learning hours for the relevant course. The Authority continues to accept TRF Forms produced by the training provider in processing licence applications. This TRF Form was updated in December, 2012 to take into account the amalgamation mentioned above. These forms circumvent the wait for the formal Award Certificate by an applicant.

The Authority will monitor the effectiveness, from a licensing perspective, of the new QQI Common Awards Scheme which came into force in late 2012 and which seeks to regularise the awards in a number of sectors including private security. The Authority, in partnership with our colleagues in the QQI, will endeavour to ensure that prescribed training in the areas of private security is delivered in a consistent and effective manner which will give force to our commitment to improve standards in the private security sector. Any complaints in relation to its implementation received by the Authority will be conveyed to QQI for its investigation and the Authority will assess any impact the findings of the QQI investigation has on the validity of the PSA license.

### **Licensing of Cash-in-Transit CIT Individuals**

All preparations for licensing of this sector were concluded in 2012 following research and consultation with industry stakeholders. The Authority held discussions with both employer and employee representatives in relation to the implementation of licensing individuals providing a security service throughout 2012. Following these discussions the Authority decided to commence licensing this sector of the security industry in May 2013. Licensing of this sector has been facilitated by the promulgation of Statutory Instrument (S.I. 484 of 2012) which gives a legal basis to the licensing of this sector. The training requirements for licensable employees is contained within this SI and, due to the unique

nature of the activities undertaken by those persons, prescribed training relates to in-house induction training by licensable Cash-in-Transit contractors.

Training will be at least 30 hours duration and will cover such areas as:

- Functions and duties of CiT employees
- Safety and security systems
- Legal codes and practices
- Principal causes and prevention of security breaches
- General health & safety regulations
- Oral and written communication skills
- General operational procedures
- Pre-planning, reporting and written procedures in the event of an incident

Licensing of those employees will become a legal requirement with effect from 1 May 2013.

### **Licensing and Training Advisory Group**

The first meeting of the training consultative group, comprising industry, training providers and clients took place on 8th November, 2012. This group in general discussed issues around training requirements of Door Security and Security Guarding personnel. At the first meeting of this group the discussions centred around the areas that the group will consider. These are:

- Identification of Core Skills
- Consideration of any additional training required
- Assessment of refresher training required
- Examination of possibilities around methods of delivery of training
- Where Recognition of Prior Learning (RPL) fits in
- Irish training in a European context

Further meetings are scheduled for 2013. At the conclusion of the group's considerations any findings will be brought before the Board for its consideration. This training group will examine many aspects of the future development of training within the security guarding and door supervision sectors. The work begun by the Training Group is hoped to

inform the additional training requirements, if any, which will be required for the future development of the licensed sectors and the training priorities in relation to increasing standards in the sectors.

### **Guarding Supervisors**

The Authority is examining issues around the possibility of licensing Guarding Supervisors in the future. A consultation process will commence in 2013.

## **Goal 4: Improve quality and frequency of Communications**

### **Review**

There were two major communication events for the Authority in 2012, the PSA conference for industry stakeholders in May and the media programme surrounding the introduction of licensing to the Access Control and CCTV sectors in October. Our regular news items, ezine and website updates continued to find interest among the industry and wider public with the Authority regularly responding to enquires arising following the publication of these items.

A review of our website was completed during the year and a template for an enhanced website developed. The aim is to commence work on a new website during 2013.

### **PSA Conference**

Dublin Castle was the venue for the Authority's first industry conference which was held in May. The theme of the conference was "*Regulating the Security Industry, the Experiences so far, the Lessons for the Future*" and offered industry stakeholders an opportunity to engage with the Board of the Authority. The conference which was opened by the Minister for Justice and Equality, Mr. Alan Shatter T.D. was attended by licence holders, security industry employers and unions, security service users and certification bodies among others.

The conference involved 3 sessions which evolved from the theme of the conference, *the ambition and the reality, tackling the reality and looking to the future* with presentations from speakers from home and overseas. Time was also allocated for panel and open discussion with the opportunity for contributions from all of the conference attendees. Among those who addressed the conference was Bill Butler, CEO of the UK's Security Industry Authority, Hilde de Clerk, President of the Confederation of European Security Services and David Hull, Senior Director of Global Safety and Security at eBay.

A report on the conference has been published and is available from the News section on our website.

## Campaign to Publicise the Licensing of Access Control and CCTV

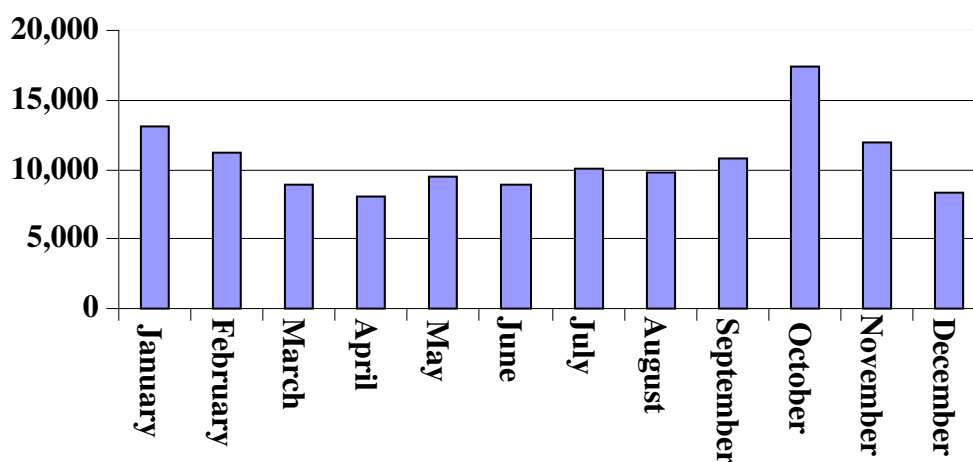
To promote awareness of the introduction of licensing in the Access Control and CCTV sectors the Authority developed a multi-channel communications strategy. The strategy began in March with the publication of licensing information for the new sectors in our ezine, PSA Watch and was followed in April with an information email to all licensed contractors. Over the following months information leaflets and emails were sent to over 5,000 organisations ranging from public bodies, the top 250 commercial companies, An Garda Síochána, chambers of commerce and other representative bodies.

The Authority also placed newspaper advertisements in the Sunday Independent and Sunday World and a radio advert ran on national and local radio stations for one week from the 1<sup>st</sup> October 2012. The radio advert was repeated on the national stations during the week of the 15<sup>th</sup> October. There was much favourable industry reaction to the radio adverts and they generated numerous queries from the public on the licensing requirements.

## Website

The Authority's website continues to be our primary communications channel with 128,064 hits during 2012. This is an increase of 1,809 hits on 2011 with October being the busiest month which can be attributed to the introduction of licensing to the Access Control and CCTV sectors.

### Website Hits 2012



The most visited area of our website is the registers of contractor and individual licence holders. The registers are a valuable tool for both the industry and public alike and play an important role in ensuring compliance with the licensing regulations. There were almost 60,000 visits to the registers during 2012 and the register of individual licence holders remains the most visited of the 9 registers published.

***Visits to Register of Licence Holder in 2012***

<b>Register</b>	<b>Visits</b>
Individual Licence Holders	22,799
Installer of Security Equipment (Intruder Alarms) Contractors	10,819
Contractor Licence Holders (All Sectors)	8,089
Security Guard (Static) Contractors	6,006
Door Supervisor (Licensed Premises) Contractors	4,845
Security Guard (Monitoring Centre) Contractors	2,527
Installer of Security Equipment (CCTV) Contractors	2,466
Cash-in-Transit Contractors	1,159
Installer of Security Equipment (Access Control) Contractors	1,151
<b>Total Visits</b>	<b>59,861</b>

We aim to develop an enhanced website in 2013 following a review of the website in 2012 which set out a template for our future website. The first part of this work will see an online application facility for individuals becoming available during the first quarter of 2013.

**PSA Watch**

PSA Watch, the Authority's ezine, is a valuable channel for providing information on key events, important updates and significant industry announcements to interested parties. In 2012 we issued 2 contractor ezine newsletters and 1 employee ezine. A wide range of topics were covered including licensing of CCTV and Access Control, Future Standards for Security Guarding and Door Supervision, advice from the Data Protection Commissioner and CIT employee licensing.

The ezines are circulated to all licensed contractors and individuals as well as media outlets, industry stakeholders and other interested parties. Copies are also published on our website. The employee ezine was circulated to over 12,000 individuals representing 44% of individual licence holders. We continue to capture email addresses and our aim is to reach 55% of individuals in 2013.

### **Press and Media Coverage**

In addition to the regular news items which are published on our website, the Authority issued eight press releases during 2012. These covered items such as the PSA Conference, joint inspections with An Garda Síochána and prosecutions for breaches of the Private Security Services Acts.

The Authority received mention across a broad range of national, local and specialist media in connection with various aspects of our portfolio. While some of this interest was generated by our press releases and other news issues most originates independently of the Authority and is evidence of the media interest in the security industry and the central role that the Authority plays in the sector.

### **Correspondence**

In 2012 the Authority provided material for replies to 23 parliamentary questions asked of the Minister for Justice and Equality. The Authority also responded to 18 enquiries received from public representatives.

The Authority also responds to general enquires from industry, media and the public. Enquires cover all aspects of the Authority's work as well as legislation, future licensing proposals and technical matters.

## **Goal 5: Developing Our Staff**

### **Corporate Restructuring**

Our staff continue to be our most valued asset. In 2012 we completed the implementation out of the results of a review, conducted in 2011, of our work practises within the organisation with a view to delivering more efficient services and maximising the expertise of all our staff.

In 2012 the Authority fully completed the restructuring of the organisation, referred to in the 2011 Annual Report, which finalised the merger of the Contractor Licensing Unit with the Enforcement Unit and the Standards Unit and the merger of the Individual Licensing Unit with the Training Unit with a downsized Corporate Affairs providing support services to the Authority. The restructuring has, within the resource limitations existing in the Authority, proven successful thus far and has improved the cohesiveness of our service to the public and the private security sector. It is also affording our staff the opportunity to broaden their experience by delivering an inclusive service to either contractors or individuals licensed by the Authority.

### **Staff Reassignments**

Again in 2012 all identified staff reassignments were completed with middle and senior managers completing the transition to their new roles. At the end of 2012 those staff members are fully integrated into their new roles and a broader expertise exists throughout the staff as a result.

The reassignment of further staff members remains within the horizon of the organisation and our policy of staff mobility and providing as broad a base as possible of staff expertise will continue into 2013 and beyond.

### **Further Education**

Staff are encouraged to engage in additional education. The Authority will support these staff through part payment of fees and also with the allocation of study leave. We are delighted that one member of staff is pursuing studies at Degree programme level and would hope that others will do likewise.



## **Goal 6: Revise the method of proving compliance with licensing standards**

### **Certification Model**

Following a review during 2011 and 2012 of the method of proving compliance with licensing standards the Authority announced its intention to place the relationship between the certification bodies and the Authority on a more formal footing. The Authority's aim is to have a greater participatory role in the quality assurance of licence-related compliance audits.

A new compliance certification structure which will enhance the licensing regime has been developed by the Authority. During 2012 new contract arrangements were drafted and submitted to our legal advisors. Discussions with our legal advisors are continuing and we plan to introduce the new arrangements during 2013.

In 2012 certification bodies continued to provide the Authority with information on non-conformance discovered during audits. While these issues may be resolved to the satisfaction of the commercial certification bodies enabling a licence to issue, the fact that a licensed company has lapsed in its standards compliance is taken into account by the Authority in its overall risk profiling of the industry. Incorporating the results of audit findings into the risk profile compliments the profile data gathered from our own inspections, Revenue Commissioners and other sources. Looking ahead, the risk model will enable the Authority to target companies with poor standards with additional inspections and minimise if not reduce the Authority's inspections and associated costs for compliant licensed contractors.



## **Section 3:**

# **Our Financial Report**

**Financial Statements**  
**Private Security Authority**  
**For the year ended 31 December 2012**

**PRIVATE SECURITY AUTHORITY**

**FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2012**

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## PRIVATE SECURITY AUTHORITY

### STATEMENT OF AUTHORITY MEMBERS' RESPONSIBILITIES

Schedule 1 (4) of the Private Security Services Acts 2004 requires the Authority to prepare financial statements in such forms as may be approved by the Minister for Justice and Equality. In preparing the financial statements, the Authority is required to:

- Select appropriate accounting policies and apply them consistently.
- Make judgements and estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Authority will continue in operation.
- State where applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.


The Authority is responsible for keeping proper books of account which disclose with reasonable accuracy at any time the financial position of the Authority and which enable it to ensure that the financial statements comply with Schedule 1 (4) of the Private Security Services Acts 2004. The Authority is also responsible for safeguarding its assets and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Chief Executive:



Date: 30/7/2013

Chairperson:



Date: 30/7/13

## **PRIVATE SECURITY AUTHORITY**

### **STATEMENT ON INTERNAL FINANCIAL CONTROL**

On behalf of the Private Security Authority, we hereby acknowledge our responsibility for ensuring that an appropriate system of internal financial control is in operation in the Authority.

We are satisfied that the systems, which the Authority has in place, are reasonable and appropriate for the Authority's circumstances having regard to its size, level of expenditure, staff resources and the nature of its operations. However, the systems do not, and cannot, provide absolute assurance against material error.

The PSA has a Code of Governance, which incorporates the Department of Finance guidelines and has been submitted to the Minister for Justice and Equality.

The Board of the Authority receives the Chief Executive Officer's report, which gives a detailed account of expenditure recorded on a monthly basis together with income. This is reviewed by the Board at every meeting.

The Authority takes the major strategic decisions and meets at regular intervals to monitor performance and plans. The executive management only act within the authority delegated to them by the Authority to give effect to the Authority's policy and decisions.

The Authority is compliant with all relevant guidelines regarding procurement and is complying with all circulars relating to the mandatory use of framework agreements and contracts.

A detailed procedural manual has been prepared and put in place. Income is subject to overall reconciliation and where possible, staff duties are appropriately divided taking account of the risks involved and the limited number of staff. The following specific procedures are in place in order to provide effective financial control.

1. Formal procedures are in place for the purchase of all goods and services, for approval of invoices in respect of goods and services and authorisation of payment in respect of goods and services. Procedures in this regard have been strengthened from time to time and recommendations emerging from internal audits have been implemented.
2. Monthly accounts and budgets are prepared throughout the year. At each Board meeting, management accounts are reviewed by the Board of the Authority. The Authority operates a computerised accounting system, which is capable of providing a wide range of financial and accounting information.
3. Budgets are prepared in respect of each year and monthly statements of income and expenditure are prepared to facilitate comparison with budgeted figures.

4. The Authority's financial control procedures are subject to review by the Department of Justice and Equality internal audit division. The Department of Justice and Equality internal audit division completed an audit of the PSA in January 2013, which provided positive assurance to the Accounting Officer and to the PSA as to the adequacy and effectiveness of the overall system of internal financial controls in place.
5. The risk management strategy has been implemented and monitored through a Risk Management Register. The Register is reviewed as a standing item at all Board meetings.
6. The Authority has an Audit Committee, which reviews the work of internal audit and the management letter from the Comptroller and Auditor General and management response. It meets the Office of the Comptroller and Auditor General (in the absence of management, where necessary) to discuss the outcome of the external audit.

I confirm that the Board did not conduct a review of the effectiveness of the system of internal financial control as its term ended at 4 December 2012. The new Board will be appointed by the third quarter of 2013 and a new Audit Committee will be appointed once the Board is in place.

Chief Executive:  Date: 30/01/2013

Chairperson:  Date: 31/7/12

## **PRIVATE SECURITY AUTHORITY**

### **STATEMENT OF ACCOUNTING POLICIES**

#### **BASIS OF ACCOUNTING**

The financial statements have been prepared under the accruals method of accounting, except where stated below, and in accordance with generally accepted accounting principles under the historical cost convention and in the form approved by the Minister for Justice and Equality. Reporting Standards, recommended by the recognised accountancy bodies, are adopted as they become operative.

#### **INCOME**

Grant income from the Department of Justice and Equality and licence fee income is reported on a cash received basis. While licences are issued for periods extending beyond 12 months, fee income is included in the year in which cash is received.

#### **EXPENDITURE**

Expenditure, including payroll, is processed by the Department of Justice and Equality and recorded in the financial statements on a cash payments basis.

#### **FIXED ASSETS AND DEPRECIATION**

Fixed assets are shown at cost, or estimated market value, less accumulated depreciation.

Fixed assets are depreciated on a straight-line basis over their estimated useful life starting in the month the asset is placed in service.

Furniture	10%
Office Equipment	20%
IT Equipment	20%




## PRIVATE SECURITY AUTHORITY

### INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 DECEMBER 2012

	Notes	€	2012 €	€	2011 €
<b>INCOME</b>					
Oireachtas Grant	1		2,129,768		2,040,688
Licence Fees	2		<u>2,969,517</u>		<u>2,234,519</u>
			5,099,285		4,275,207
Transfer from Capital Account	6		<u>31,342</u>		<u>84,668</u>
			5,130,627		4,359,875
<b>EXPENDITURE</b>					
Staff Costs	3	1,635,984		1,656,734	
Administration	4		<u>512,314</u>	<u>453,348</u>	
			<u>2,148,298</u>	<u>2,110,082</u>	
Net Income			2,982,329		2,249,793
Contribution to Exchequer			<u>2,789,100</u>		<u>2,207,337</u>
<b>Surplus for the period</b>			193,229		42,456
<b>Surplus brought forward</b>			149,890		107,434
<b>Surplus at 31 December</b>			<u>343,119</u>		<u>149,890</u>

The Statement of Accounting Policies and Notes 1 to 15 form an integral part of these financial statements.

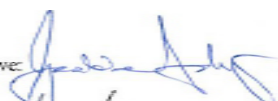

Chief Executive:  Date: 30/7/13  
 Chairperson:  Date: 30/7/13

# PRIVATE SECURITY AUTHORITY

## BALANCE SHEET AS AT 31 DECEMBER 2012

	Notes	€	2012 €	€	2011 €
<b>TANGIBLE ASSETS</b>					
Fixed Assets	5		17,427		46,126
<b>CURRENT ASSETS</b>					
Debtors and Prepayments		13,672		8,483	
Bank and Cash		334,860		154,819	
Stock		<u>6,200</u>		<u>5,350</u>	
			354,732		168,652
<b>CURRENT LIABILITIES</b>					
Creditors and Accruals		<u>11,613</u>		<u>18,762</u>	
			<u>11,613</u>		<u>18,762</u>
<b>NET CURRENT ASSETS</b>			<u>343,119</u>		<u>149,890</u>
<b>NET ASSETS</b>			<u>360,546</u>		<u>196,016</u>
<b>LONG TERM LIABILITIES</b>					
Capital Account	6		17,427		46,126
Income and Expenditure Account			<u>343,119</u>		<u>149,890</u>
			<u>360,546</u>		<u>196,016</u>

The Statement of Accounting Policies and Notes 1 to 15 form an integral part of these financial statements.

Chief Executive:  Date: 20/7/2013.  
Chairperson:  Date: 20/7/13

**PRIVATE SECURITY AUTHORITY**

**CASH FLOW STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2012**

<b>Reconciliation of operating surplus to net cash inflow/(outflow) from operating activities</b>	<b>2012</b>	<b>2011</b>
	€	€
Operating surplus for period	193,229	42,456
Depreciation of Tangible Assets	35,652	84,854
Loss on Disposal of Fixed Assets	233	237
Transfer from Capital Account	(31,342)	(84,668)
(Increase)/Decrease in Stock	(850)	1,498
(Increase)/Decrease in Debtors and Prepayments	(5,189)	5,513
Decrease in Creditors and Accruals	<u>(7,149)</u>	<u>(22,660)</u>
<b>Net cash inflow from operating activities</b>	<b>184,584</b>	27,230
<b>Net Capital Expenditure</b>		
Payments to acquire tangible fixed assets	(4,543)	(423)
<b>Increase in cash</b>	<b>180,041</b> =====	26,807 =====

**RECONCILIATION OF NET CASHFLOW TO MOVEMENT IN NET (DEBT)/FUNDS**

	<b>2012</b>	<b>2011</b>
	€	€
Net funds at 1 January	154,819	128,012
Net funds at 31 December	<u>334,860</u>	<u>154,819</u>
Increase in Cash	<u>180,041</u> =====	<u>26,807</u> =====

**The Statement of Accounting Policies and Notes 1 to 15 form an integral part of these financial statements.**

Chief Executive:  Date: 30/7/2013

Chairperson:  Date: 30/7/13

## PRIVATE SECURITY AUTHORITY

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2012

	2012 €	2011 €
<b>1. OIREACHTAS GRANT</b>		
Vote 24 – Justice and Equality	<b>2,129,768</b>	2,040,688

The Department of Justice and Equality discharge all payments on behalf of the Authority.

#### **2. LICENCE FEES**

The licensing cycle is a two-year cycle with the majority of contractors falling due for renewal in year 1 and the majority of individuals falling due for renewal in year 2. Individual applicants are greater in number but give rise to less licence fee income. The Authority's fee income, therefore, fluctuates in line with the licensing cycle.

Licence fee income is remitted on a monthly basis to the Exchequer based on amounts received by the Authority in the prior month.

<b>3. STAFF COSTS</b>	2012 €	2011 €
Salaries and wages	<b>1,572,090</b>	1,592,494
Travel and subsistence	<b><u>63,894</u></b>	<u>64,240</u>
	<b>1,635,984</b>	1,656,734

The Authority employed 36 Staff at 31 December 2012 (2011: 37).

## PRIVATE SECURITY AUTHORITY

	<b>2012</b>	<b>2011</b>
	<b>€</b>	<b>€</b>
<b>4. ADMINISTRATION</b>		
Office expenses	<b>53,708</b>	61,406
Consultancy services	<b>28,506</b>	24,289
Authority members' fees	<b>58,140</b>	58,140
Legal expenses	<b>38,331</b>	83,772
Communications costs	<b>63,454</b>	50,349
Training costs	-	150
Licensing costs	<b>59,083</b>	47,392
Advertising	<b>98,567</b>	2,183
Depreciation	<b>35,652</b>	84,854
Audit fee	<b>7,075</b>	6,225
Other	<b>7,984</b>	4,350
Accountancy fee	<b>4,538</b>	4,613
Repairs & maintenance	<b>57,043</b>	25,388
Loss on disposal of fixed assets	<b>233</b>	237
	<b>512,314</b>	453,348

## PRIVATE SECURITY AUTHORITY

### 5. TANGIBLE FIXED ASSETS

	<b>Furniture &amp; Fittings €</b>	<b>IT Equipment €</b>	<b>Office Equipment €</b>	<b>Total €</b>
<b>COST</b>				
At 1 January	7,454	582,500	43,956	633,910
Additions	-	4,543	-	4,543
Adjustment	-	22,211	2,139	24,350
Disposals	-	(11,576)	-	(11,576)
<b>At 31 December</b>	<b>7,454</b>	<b>597,678</b>	<b>46,095</b>	<b>651,227</b>
<b>ACCUMULATED DEPRECIATION</b>				
AT 1 January	3,525	547,387	36,872	587,784
Charge for period	1,965	28,526	5,161	35,652
Adjustment	(1,198)	22,905	-	21,707
Disposals	-	(11,343)	-	(11,343)
<b>At 31 December</b>	<b>4,292</b>	<b>587,475</b>	<b>42,033</b>	<b>633,800</b>
<b>NET BOOK VALUE</b>				
<b>At 31 December</b>	<b>3,162</b>	<b>10,203</b>	<b>4,062</b>	<b>17,427</b>
	=====	=====	=====	=====
<b>At 1 January</b>	<b>3,929</b>	<b>35,113</b>	<b>7,084</b>	<b>46,126</b>
	=====	=====	=====	=====

The Authority carried out an inventory of all assets in its custody in 2012. The adjustment reflects assets which were previously omitted from the Authority's register.

## PRIVATE SECURITY AUTHORITY

### 6. CAPITAL ACCOUNT

	2012	2011
	€	€
Opening Balance	46,126	37,527
Adjustment <sup>1</sup>	2,643	93,267
Fixed asset purchases	4,543	423
Disposal of Fixed Assets	(11,576)	(7,404)
Amortisation	(35,652)	(84,854)
Amount released on disposal of Fixed Assets	<u>11,343</u>	<u>7,167</u>
Transfer (to)/from Income and Expenditure a/c	<u>(31,342)</u>	<u>(84,668)</u>
Balance as at 31 December	<u>17,427</u>	<u>46,126</u>

<sup>1</sup> This reflects the net adjustment arising from a review of the fixed asset register as shown in Note 5.

### 7. PENSIONS

All of the Authority's staff have been seconded from the Department of Justice and Equality. Pension liabilities of such staff will be met out of Superannuation and Retired Allowances Vote 12 and no provision has been made in these financial statements in respect of these costs.

### 8. PRIVATE SECURITY APPEAL BOARD

The Private Security Appeal Board was set up to hear and determine appeals against decisions by the Authority. The Appeal Board is made up of three members and a Chairperson. The Appeal Board is appointed by the Government and is independent of the Authority. The costs incurred by the Board are met by the Department of Justice and Equality and are not reflected in the Authority's financial statements.

## **PRIVATE SECURITY AUTHORITY**

### **9. PENSION LEVY**

Salary costs included in this account are the gross costs to the Authority for the period. The Department of Justice and Equality pays salaries on behalf of the Authority. Pension levy deductions, as per Section 2(3) of the Financial Emergency Measures in the Public Interest Act 2009 (No. 5 of 2009), are made by the Department and are retained as Appropriations-in-Aid for that Department.

This amounted to €88,173 in 2012 (2011: €90,220).

### **10. AUTHORITY MEMBERS' INTERESTS**

The Authority adopted procedures in accordance with guidelines issued by the Department of Finance in relation to the disclosure of interests by members and those procedures were adhered to in the year. There were no transactions in the year in relation to the Authority's activities in which members had any beneficial interest.

### **11. ACCOMMODATION NOTE**

The Authority operates from accommodation at Davis Street, Tipperary Town which is provided free of charge by the Office of Public Works.

### **12. BOARD MEMBERS' FEES**

Fees of €58,140 were paid to board members in respect of 2012 (2011: €58,140) as follows:

	<b>2012</b>
<b>Name</b>	<b>€</b>
Ronan King (Chairperson)	11,970
Ann Reid	7,695
Bill Brown	7,695
Kevin McMahon	7,695
Martin Stairs	7,695
Michael O' Keeffe	7,695
Ronan Maguire	<u>7,695</u>
	<b><u>58,140</u></b>

Travel and subsistence expenses of €4,785 were paid to board members in respect of 2012 (2011: €4,915) in accordance with civil service travel and subsistence rates.



### **13. CHIEF EXECUTIVE REMUNERATION**

The Chief Executive's remuneration for 2012 was made up of an annual basic salary of €111,828 (2011: €113,922). In addition the Chief Executive received €7,376 in respect of travel and subsistence expenses in 2012 (2011: €7,754) in accordance with civil service travel and subsistence rates. Pension entitlements do not extend beyond the standard entitlements in the public sector defined benefit superannuation scheme. No performance related payments were made in 2012.

### **14. ENFORCEMENT FEES**

Enforcement fees consist of fines for non-compliance with the Authority's regulations and amounted to €350 in 2012 (2011: €9,837). These fees are accounted for in licence fee income.

### **15. APPROVAL OF FINANCIAL STATEMENTS**

These accounts were approved by the Authority on 30/2/2013



# Appendices

## APPENDIX 1

### Organisation Chart

<b>Organisation Chart for the Private Security Authority at 31/12/2012</b>			
<b>Geraldine Larkin Chief Executive Officer</b>			
<b>Corporate Affairs And Training</b>	<b>Individual Licensing</b>	<b>Contractor Licensing &amp; Inspectorate</b>	<b>Standards &amp; Communications</b>
<i>Corporate Services/ Accommodation/ Administration/ Financials</i>	<i>Individual Licensing</i>	<i>Contractor Licensing &amp; Contractor Compliance</i>	<i>Standards Development  Communications</i>
<i>Training Development</i>			
Pat Gooley Josephine Crowe Breda Burke Norah Lonergan Kathleen McGlynn George O'Neill	Seamus Burke Siobhán Carew Mary Rose Kinane David McGuinness Breda Ryan Kathleen Ryan Bernie Ryan Noreen Hogan Anne Breheny Nano Ryan Mary Ryan Maria Cagney Eilish McCormack	Maeve Hogan Paul Scallan Rosie Cunningham Jerry Cotter Patricia Quirke Margaret Donovan Lynda O' Sullivan Ann Lonergan Liz Maher Kay McAuliffe Edward Gannon Joseph Reilly Damien Travers	Jim O'Neill Mary Davern Sandra Quirke

## APPENDIX 2

### Energy Report

#### Overview of Energy Usage in 2012

The Authority's building is a refurbished old building which has served a number of functions over the 100+ years since it was built including functioning as an RIC barracks, Government offices and Garda station.

In 2012 the sources of the main usage of energy in the Authority continued to be heating oil and electricity for lighting and other uses, as was the case in 2011. The Authority moved into its current building in 2008 and the building has been designed with energy efficiency in mind. Light bulbs used are energy-saving bulbs and a modern efficient Building Management System (BMS) was constructed and installed prior to the Authority populating the building. In 2012 the Energy rating for the building improved from a C2 rating in 2011 to a C1 rating which is above average for typical buildings of this type and this demonstrates the Authority's commitment to the Government's energy saving program for Government buildings.

The annual energy usage for the Authority's building as compared to the energy usage for a typical building of this type is contained in the table below:

<b><i>This Building</i></b>	
Non-Electrical (kWh/m <sup>2</sup> /yr)	Electrical (kWh/m <sup>2</sup> /yr)
109	124
<b><i>Typical Building Of This Type</i></b>	
Non-Electrical (kWh/m <sup>2</sup> /yr)	Electrical (kWh/m <sup>2</sup> /yr)
197	256

The Energy Team continued to meet and introduce energy saving initiatives in 2012 as part of the "Optimising Power @ Work" initiative driven by the office of Public Works. The Authority does not have the facility to avail of renewable fuels.

### **Actions Undertaken in 2012**

The Energy Team consists of the Energy Officer plus three other members of staff. Because of the progress made in 2011 meetings of the team took place every month during the winter months rather than fortnightly and undertook a number of initiatives to involve staff in saving energy throughout the building.

The aim of the Authority is still to reduce usage by double figures in percentage terms. This will be quite a challenge in light of the good energy rating and the energy-saving materials already used within the building.

### **Actions Planned for 2013**

The Energy Team will continue to seek out ways of reducing our energy usage in 2013 and will continue to work closely with the Office of Public Works. Assuming that we don't get a severe winter we remain confident that savings can be achieved although the efforts to date and the energy efficient materials and equipment within the building will mean that the bulk of savings have already been made. The wholehearted participation by staff of the Authority has been the primary reason for the impressive energy rating attained by the Authority. This will continue into 2013 and beyond.



An tÚdarás Slándála Príobháidí  
The Private Security Authority

## **TUARASCÁIL BHLIANTÚIL 2012**

# CLÁR ÁBHAR

**Brollach leis an gCathaoirleach**

**Réamhrá ag an bPríomhoifigeach Feidhmiúcháin**

**MÍR 1: CÉ MUID AGUS CAD É A DHÉANAIMID**

Cé Muid

Ár Ról

Ár Ráiteas Misin

**MÍR 2: ÁR SPRIOCANNA**

**MÍR 3: ÁR DTUARASCÁIL AIRGEADAIS**

**AGUISÍNÍ**

1. Cairt Eagrúcháin
2. Tuarascáil Fuinnimh



### **Brollach ag Ronan King, Cathaoirleach an Údaráis Slándála Príobháidí atá ag dul as oifig**

Ba mhór dom an phribhléid feidhmiú mar Chathaoirleach an Údaráis Slándála Príobháidí thar théarma ceithre bliana an Bhoird a bhí ag dul as oifig (2008-2012). Lena linn sin, tá taitneamh bainte againn as tiomantas agus tacaíocht iontach ón tionscal slándála chun an clár rialála a chur chun cinn, in ainneoin an chúlaithe gheilleagraigh, agus an chruatain agus na ndúshlán a cuireadh roimh sholáthraithe, cliaint agus fostaithe sa tseirbhís phoiblí dá thoradh sin. Léiríonn seo go rí-léir do chách go bhfuil dul chun cinn suntasach déanta leis an gclár sin a chur chun cinn.

Is é misean an Údaráis gníomhaíochtaí iad siúd go léir atá bainteach sa tionscal slándála príobháidí a rialú lena chinntiú go gcosnaítear go hiomlán leas tomhaltóirí, trí chur chun cinn, monatóireacht a dhéanamh, agus trí cheanglais cheadúnaithe a fhorfheidhmiú agus trína chinntiú go bhfuil machaire réidh á sholáthar le haghaidh oibreoirí dlisteanacha. Ó bunaíodh an tÚdarás, bhí Bord agus Feidhmeannacht an PSA meáite ar bheartas a fhorbairt ag a raibh réitigh phraiticiúla chostéifeachtúla cheadúnaithe, i dtionscal nach bhfuil aonchineálach ar bith. Ach tá an tionscal seo ag éirí fiú níos gairmiúla agus ríthábhachtaí, de réir mar a chuirtear brú seasta ar acmhainní um chosc ar choireacht phoiblí. Is ollmhór na huaimhianta a shocraigh reachtóirí le haghaidh thionscal slándála na hÉireann; ach, faraor, tá cuma dhúshlánach ar na dúshlán atá romhainn chun iad a bhaint amach, mar gheall go bhfuil na hacmhainní ciorraithe fad a leanann fairsingiú teacht ar na freagrachtaí. Ag pointe áirithe, is dóchúil go n-eascróidh coimhlint dhosheachanta agus míshástacht fhéideartha as an mí-oiriúnú seo atá idir acmhainní agus uaimhianta murar féidir acmhainní ríthábhachtacha a fhairsingiú le freastal ar an éileamh.

I mBealtaine 2012, bhí a gcéad Chomhdháil Pháirtithe Leasmhara Tionscail ag an Údarás i gCaisleán Bhaile Átha Cliath, agus tionóladh saineolaithe tionscail, ó go leor earnálacha éagsúla den earnáil slándála, agus d'aithin gach duine díobh an gá agus a ról a bhí ag rialú



agus ag údarú. Cleachtadh dhá ghné a bhí sa chomhdháil i gcumarsáid idir an tÚdarás agus na cliaint ar a ndéantar freastal, agus cuireadh faisnéis ar fáil sa chomhdháil ag taithí idirnáisiúnta agus áitiúil. Chuir an tAire Dlí agus Cirt agus Comhionannais, an tUasal Alan Shatter, T.D., peirspictíocht an Rialtais ar fáil ar rialú.

I measc ceann de na téamaí leanúnacha tríd an gcomhdháil bhí costas na rialála i measc oibreoirí beaga. Mar thoradh air sin, mhol an tÚdarás laghduithe táillí don Aire chun na deacrachtaí áirithe atá ag gnólachtaí níos lú a aithint. Ba cheart go dtacódh na hathruithe siúd le ról ríthábhachtach na ngnólachtaí beaga chun seirbhísí slándála a sholáthar ar leibhéal áitiúil inár bpobail.

I bhfianaise na mbrúnna atá ar chistiú an Státchiste agus lánchosc foirne, d'fhaomh Bord an Údaráis conrú saineolas seachtrach le haghaidh gníomhaíochtaí áirithe iniúchta chun iarrachtaí ár bhfoirne féin forfheidhmithe a mhéadú. Sna blianta amach romhainn, tabharfaidh seo láithreach níos mó don PSA ar an talamh.

Agus mé ag fágáil an Údaráis, feictear dom tionscal atá ag crosaire, agus tionscal atá ann ar dócha go dtarlóidh comhdhlúthú leanúnach ann, mar aon le speisialtóireacht fhéideartha ingearach in earnálacha áirithe, agus brath síormhéadaitheach ar an teicneolaíocht. Tá againn an deis ní hamháin chun foghlaim ó thaithí idirnáisiúnta, ach chun an t-athrú a stiúradh i samhlacha traidisiúnta de sholáthar slándála agus sábháilteachta. Is léir go méadóidh socrú agus coimeád ardchaighdeán an deis d'oibreoirí gairmiúla chun tairbhe a bhaint as na deiseanna ar féidir lena leithéid d'athrú a sholáthar. Ba cheart don Rialtas is féidir leo, iad féin, agus iad ina mórsholáthraí seirbhísí slándála, ceannas a ghlacadh trí athrú a chur chun cinn agus trí sheachadadh úrscothach a éileamh i ngach gné de sholáthar slándála.

De réir mar a chuireann an Bord reatha a dtéarma i gcrích, ba mhian liom buíochas agus aitheantas a léiriú do mo chomhBhaill den Bhord, ár bPríomhfheidhmeannach agus gach duine d'fhoireann an Údaráis as ucht a sár-pháirtíochta agus a dtiomantais do chinntiú go mbaineann tionscal slándála príobháidí na hÉireann a lánchumas amach. Anuas air sin, ba mhian liom gach rath a ghuí ar Bhord an Údaráis amach anseo.

Ronan King  
Cathaoirleach



## **Brollach ag Noel Lappin, Cathaoirleach nua an Údaráis Slándála Príobháidí**

Is deas liom gur iarr an tAire Dlí agus Cirt agus Athchóirithe Dlí, an tUasal Alan Shatter, T.D., orm glacadh le feidhm Chathaoirleach Bhord an Údaráis Slándála Príobháidí (PSA). Ar son an Bhoird nua, ba mhaith liom buíochas a ghabháil leis an mBord atá ag dul as oifig as ucht an dul chun cinn suntasach atá déanta acu i ndul i ngleic le sainchúram rialála an Údaráis.

Agus mé ag glacadh le feidhm Chathaoirleach an PSA, is aimsir dhúshlánach é don tionscal go ginearálta; is aimsir an-dúshlánach é don tionscal slándála mar gheall go bhfuil siad faoi bhrú chun costais a laghdú in ainneoin bagairtí leanúnacha coiriúla. Tá brúnna chun costais a laghdú ina mbagairt go mbainfidh siad de chaighdeáin an tseachadta seirbhís slándála. Ní mór do mhonatóireacht an PSA, níos mó ná riamh roimhe seo, ardchaighdeáin a chosaint agus a chinntiú go bhfeidhmíonn an tionscal slándála a bhfeidhm iomlán agus cheart i gcosc a chur ar an gcoireacht.

Trí chaighdeáin a chosaint, cosnófar an dul chun cinn rialála a bhain an Bord a bheidh ag dul as oifig amach. Leanfaidh an díriú bheith ar ghníomhaíochtaí iad siúd atá bainteach sa tionscal slándála príobháidí a rialú lena chinntiú go gcosnaítear go hiomlán leas tomhaltóirí trí bhunú, cur chun cinn, monatóireacht a dhéanamh, agus trí na caighdeáin chuí a fhorfheidhmiú. Déanfar an sainchúram seo a sheachadadh trí chaighdeáin reatha a choimeád agus trí na hearnálacha eile siúd a dhúnadh nach bhfuil ceadúnaithe go fóill.

Tagann an plean reatha straitéiseach chun deiridh ag deireadh 2013 agus is tosaíocht leanúint na hoibre seo domsa mar Chathaoirleach an chéid Bhoird eile den PSA. Cuirfidh an Bord nua le hobair na mBord roimhe seo trí na limistéir eile siúd den tionscal a cheadúnú nach ndeachthas i ngleic leo agus trí na caighdeáin reatha a choimeád agus a fheabhsú, sa chás gur gá d'fhonn cosaint an phobail i gcoitinne a fheabhsú. Ní mór don

PSA leanúint le dul i dteagmháil leis an tionscal de réir mar a thagann siad chun cinn chun tabhairt faoi na dúshláin a chruthaíonn geilleagrach dúshlánach, éileamh méadaitheach agus athrú teicneolaíochta. I gcomhthráth, ní mór don PSA bheith meáite ar a chinntiú go dtreisióinn rialú an tionscal agus a sheachaint chun ualaí nach bhfuil gá leo a chruthú.

Táim ag dréim le bheith rannpháirteach sa tionscal ar an turas seo agus le cur le hiarrachtaí iad siúd a rinne feachtas ar son na rialála agus a chaith go leor ama agus nirt le caighdeáin agus oiliúint a chruthú chun tacú le tabhairt isteach na rialála. Sa bhreis air sin, táim ag tnúth le hoibriú le mo chomhBhail den Bhord agus le tairbhe a bhaint as a réimse fairsinge taithe. I dteannta Fheidhmeannacht an PSA, leanfaimid le forbairt agus cothabháil na rialála sa tionscal.

Noel Lappin  
An Cathaoirleach Nua



## **Réamhrá ag Geraldine Larkin, an Príomhoifigeach Feidhmiúcháin**

Is deas liom Tuarascáil 2012 an Údaráis Slándála Príobháidí a chur i láthair. Cé gur lean an timpeallacht gheilleagrach le dúshlán a chruthú, lean an PSA, i dteannta an tionscail, le tabhairt isteach an cheadúnaithe agus tabhairt faoi chaighdeáin mhéadaithe, go ginearálta, ar mhaithe le cliaint agus leis an bpobal mór.

I nDeireadh Fómhair na bliana seo, tugadh buaic ár n-oibre faoi deara nuair a d'fhorbair an tionscal creatlach do sheoladh ceadúnú conraitheoirí le haghaidh CCTV agus Rialú Rochtana. Leanann seo go leor blianta oibre chun caighdeáin a fhorbairt agus bheith ag oibriú leis an tionscal chun caighdeáin a fhorbairt agus leis an Aire chun an gcreatlach reachtaíochta a bhunú chun coimpléascacht na gné seo de sholáthar slándála a léiriú. Tá tús curtha le ceadúnú conraitheoirí anois dóibh siúd a sholáthraíonn seirbhísí leictreonacha slándála. Déanann seoladh ceadúnú conraitheoirí an bealach a stiúradh don Údarás chun tús a chur leis an obair ullmhúcháin le haghaidh ceadúnú aonair na hearnála.

Le linn 2012, cuireadh i gcrích rialacháin le haghaidh ceadúnú na foirne atá ag oibriú i gcuideachtaí Airgid faoi Bhealach, agus rialacháin éigeantacha a bheidh iontu ón 1 Bealtaine 2013 ar aghaidh. Is é ceadúnú foirne an earnáil deiridh atá le ceadúnú i measc ceadúnú Soláthraithe Foirmeacha Cosanta Iompair, faoi mar a bhí de rún ag an Údarás.

Cuireadh tús le cuíchóiriú na heagraíochta anuraidh agus tá sé anois curtha go hiomlán i bhfeidhm laistigh den PSA. Cruthaíonn seo éifeachtúlachtaí níos mó mar gheall go bhfuil anois ag an bhfoireann an deis chun cur le bainistíocht cáis ó chéim an cheadúnaithe, tríd an monatóireacht, go dtí aon ghníomhaíocht ina dhiaidh sin ar an gceadúnas ar leith sin.

Leantar leis na rátaí arda comhlíonta a tugadh le fios anuraidh a choimeád. Tugann torthaí ár n-íniúcháirí féin agus na gníomhartha a glacadh ina dhiaidh sin i leith ceadúnas nach bhfuil aon imeall ann gan bheith dian go leor agus monatóireacht á déanamh ar an gcomhlíonadh sin.

Leanann an tÚdarás le hionchúiseamh a ghlacadh i leith iad siúd a chuireann seirbhísí neamhcheadúnaithe slándála ar fáil. Is deas liom a rá gur tháinig laghdú ar líon na n-ionchúiseamh siúd in 2012, a léiríonn leibhéal mhéadaithe chomhlíonta acu siúd go léir sa tionscal. Ina ainneoin sin, tá go fóill mionlach a leanann le hoibriú gan cheadúnas agus ní ghlacfaidh an PSA ná na Cúirteanna leis seo, faoi mar a léiríonn na hionchúisimh rathúla a ghlacadh i rith 2012 le fios, lena n-áirítear an t-ionchúiseamh a ghlacadh i leith úinéir áitribh cheadúnaithe as foireann neamhcheadúnaithe dorais a fhostú.

Ní fhéadfaimis an rath a bhí orainn le monatóireacht a dhéanamh ar an tionscal agus leis na hionchúisimh rathúla a bhaint amach murach ár gcomhoibriú dlúth lenár gcomhghleacaithe i gcomhlachtaí eile Stáit. Ba mhaith liom buíochas ar leith a ghabháil le tacaíocht agus le cúnamh leanúnach an Gharda Síochána agus na gCoimisinéirí Ioncaim i dtaca le cabhair a thabhairt don Údarás lena n-obair chomhlíonta, go háirithe ina n-íniúchtaí istoíche. Braitheann an tÚdarás ar na Coimisinéirí Ioncaim, chomh maith, faoi théarmaí ár gComh-Mheabhráin Tuisceana maidir le comhlíonadh cánach a choimeád laistigh den tionscal agus i dtabhairt faoi chomhiniúchtaí leis an PSA.

Ina theannta sin, tá an tuarascáil seo curtha i dtoll a chéile sa bhliain deiridh den Bhord reatha faoi Chathaoirleacht an Uasail Ronan King. Is mian liom iarrachtaí gach Baili den Bhord a aithint le ceithre bliana anuas, go háirithe an tUasal Kevin McManus agus an tUasal Bill Brown a chríochnaigh dhá théarma bheith mar bhaill den Bhord ó bunaíodh an tÚdarás i dtosach báire. I gcaitheamh a ama mar Chathaoirleach, threoraigh Ronan King an rialáil ar mhaithe leis an bpobal, agus i gcomhthráth, chuir sé san áireamh cúrsaí réalaíocha reatha geilleagrach don tionscal agus dá gcliaint. Táim ag tnúth le leanúint leis an leagáid seo leis an mBord nua faoi Chathaoirleacht an Uasail Noel Lappin.

Geraldine Larkin  
Príomhoifigeach Feidhmiúcháin



# **Mír 1:**

## **Cé Muid agus Cad é a Dhéanaimid**

## CÉ MUID

Is é atá san Údarás Slándála Príobháidí (PSA), a bunaíodh de bhun an Achta um na Seirbhísí Slándála Príobháidí 2004 agus 2011, ná an comhlacht reachtúil le freagracht do cheadúnú agus rialáil an tionscail slándála príobháidí in Éirinn. Tá ceanncheathrú an Údaráis suite i mBaile Thiobraid Árann, le Foireann Forfheidhmithe atá lonnaithe ar fud na hÉireann.

Tá an tÚdarás neamhspleách ó thaobh chleachtadh a gcuid feidhmeanna. Is éard atá i mBord an Údaráis, ar a bhfuil an tUasal Ronan King ina chathaoirleach, ionadaithe an lucht dlí, fostóirí agus fostaithe slándála príobháidí, an Garda Síochána agus ranna agus gníomhaireachtaí ábhartha rialtais.

Aithníonn an reachtaíocht a bhunaigh an PSA, 8 réimse fhairsinge soláthair shlándála atá le rialáil. Is iad seo a leanas na réimsí:

- Doirseoir
- Soláthróir nó Suiteálaí Trealamh Slándála
- Imscrúdaitheoir Príobháideach
- Comhairleoir Slándála
- Garda Slándála
- Soláthróir Cineálacha Cosanta Iompair (CIT)
- Glasadóir
- Soláthróir nó Suiteálaí Taisceadán

## Bord an Údaráis Slándála Príobháidí

An tUasal Ronan King (Cathaoirleach)

An tUasal Kevin McMahon, Ionadaí na bhFostaithe

An tUasal Ann Reid, Ionadaí na bhFostaithe

An tUasal Bill Brown, Ionadaí an Fhostóra

An tUasal Martin Stairs, Ionadaí an Fhostóra

An tUasal Ronan Maguire, Ionadaí Dlí

An tUasal Michael O’Keeffe, Ionadaí an Aire

An tUasal Nano Ryan, Ionadaí Foirne

An tUasal Derek Byrne, Coimisinéir Cúnta

An tUasal Oonagh McPhillips, an Roinn Dlí agus Cirt agus Athchóirithe Dlí

1 Fholúntas

Bhí 5 chruinniú ag an mBord le linn na bliana agus tugtar sa tábla thíos achoimre ar fhreastal ar na cruinnithe seo.

Ball den Bhord	06/02/12	26/03/12	16/07/12	24/09/12	19/11/12
Ronan King	√	√	√	√	√
Kevin McMahon	x	√	√	√	√
Ann Reid	√	√	x	√	√
Bill Brown	√	√	√	√	√
Martin Stairs	√	√	√	√	√
Ronan Maguire	√	√	√	√	√
Michael O’Keeffe	√	√	√	x	√
Nano Ryan	√	√	√	√	√
Derek Byrne	√	x	√	x	√
Oonagh McPhillips	√	√	x	√	x

Anuas air sin, bhí na cruinnithe a leanas ag Coiste Iniúchta an Bhoird, ina raibh Michael O’Keeffe agus Ronan Maguire.

Ball den Bhord	20/03/12	24/10/12
Michael O’Keeffe (Cathaoirleach)	√	√
Ronan Maguire	√	√



## ÁR RÓL

An príomhról atá againn ná cinntiú gurb ionstraim bheo é ceadúnas an PSA agus a léiriú ní hamháin gur baineadh amach na caighdeáin cheadúnaithe ach go bhfuil siad á gcothabháil go buan ag na ceadúnaithe.

- Rialú agus maoirsiú na ndaoine sin a sholáthraíonn seirbhísí slándála agus cothabháil agus feabhsú na gcaighdeán i soláthar na seirbhísí sin.
- Deonú agus athnuachan na gceadúnas.
- Eisiúint cártaí aitheantais do na ceadúnaithe.
- Cur ar fionraí agus cealú na gceadúnas.
- Bunú agus cothabháil cláir cheadúnaithe.
- Sonrú na gcaighdeán sin atá le comhlíonadh agus seirbhísí slándála á soláthar.
- Sonrú na gcáilíochtaí nó na riachtanas sin a theastaíonn do dheonú ceadúnas.
- Tabhairt faoi nó coimisiúnú na dtionscadal agus na ngníomhaíochtaí sin atá riachtanach do phleanáil, d'fhorbairt agus do sholáthar na seirbhísí sin.
- Imscrúdú na seirbhísí slándála atá á gcur ar fáil ag aon duine.
- Bunú agus riar córais imscrúdaithe agus breithnithe gearán.
- Monatóireacht sholáthar na seirbhísí slándála príobháidí go ginearálta.
- Déanamh tadhaill leis na ceadúnaithe.
- Comhairle a chur ar an Aire Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí faoi aon cheisteanna a bhaineann leis na feidhmeanna thuasluaite agus an tAire a chur ar an eolas faoi na forbairtí sin a bheadh ina gcabhair d'fhorbairt beartais.

## ÁR RÁITEAS MISIN

Is é misean an Údaráis Slándála Príobháidí:

**Gníomhaíochtaí iad siúd atá bainteach sa tionscal slándála príobháidí a rialú lena chinntiú go gcosnaítear go hiomlán leas tomhaltóirí trí chur chun cinn, monatóireacht a dhéanamh, agus trí cheanglais cheadúnaithe a fhorfheidhmiú.**

Tá an PSA freagrach as córas cuimsitheach ceadúnaithe a thabhairt isteach, a rialú agus a bhainistiú. Is iad príomhfhreagrachtaí an Údaráis iad siúd a cheadúnú a chuireann seirbhísí slándála ar fáil agus is é an príomhchuspóir feabhas a chur ar chaighdeán i soláthar na seirbhísí seo agus na caighdeán seo a choimeád. Oibríonn an tÚdarás i bpáirtíocht leis an tionscal. Baineann gach duine sochar as na caighdeán sa tionscal a ardú agus cinntíonn sé nach bhfuil gnólachtaí dlisteanacha faoi mhíbhuntáiste san áit mhargaidh. Ba é tasc an PSA é seo a bhaint amach trí chóras caighdeán, cosanta agus forfheidhmithe.

Tá an PSA freagrach, trína mBord, ina bhfuil ionadaithe d'fhostóirí agus d'fhostaithe slándála príobháidí, an lucht dlí, an Garda Síochána agus na ranna cuí Rialtais, agus oibríonn siad go neamhspleách faoi na hAchtanna um na Seirbhísí Slándála Príobháidí 2004 agus 2011 leis an sainordú reachtúil a leanas:

- Rialú agus maoirsiú na ndaoine sin a sholáthraíonn seirbhísí slándála agus cothabháil agus feabhsú na gcaighdeán i soláthar na seirbhísí sin.
- Deonú agus athnuachan na gceadúnas.
- Eisiúint cártaí aitheantais do na ceadúnaithe.
- Cur ar fionraí agus cealú na gceadúnas.
- Bunú agus cothabháil cláir cheadúnaithe.
- Sonrú na gcaighdeán sin atá le comhlíonadh agus seirbhísí slándála príobháidí á soláthar.
- Sonrú na gcáilíochtaí nó na riachtanas sin a theastaíonn do dheonú ceadúnas.
- Tabhairt faoi nó coimisiúnú na dtionscadal agus na ngníomhaíochtaí sin atá riachtanach do phleanáil, d'fhorbairt agus do sholáthar na seirbhísí sin.
- Imscrúdú na seirbhísí slándála atá á gcur ar fáil ag aon duine.

- Bunú agus riar córais imscrúdaithe agus breithnithe gearán.
- Monatóireacht sholáthar na seirbhísí slándála príobháidí go ginearálta.
- Déanamh tadhail leis na ceadúnaithe.
- Comhairle a chur ar an Aire Dlí agus Cirt agus Comhionannais faoi aon cheisteanna a bhaineann le feidhmeanna an Údaráis agus aon fhorbairtí a bheadh ina gcabhair d'fhorbairt beartais.

Ar an dóigh seo, forbróidh an tÚdarás cáilíocht na slándála príobháidí a chuirtear ar fáil do thomhaltóirí agus don tionscal trí chaighdeáin ghairmiúlachta agus scileanna a ardú laistigh den tionscal slándála príobháidí. Is éard a bheidh mar thoradh air seo, dea-chleachtas a chur chun cinn agus a fhairsingiú i measc soláthróirí slándála príobháidí agus a bhfostaithe lena chinntiú go bhfuil ag na tomhaltóirí agus ag an bpobal mór an mhuinín is mó sa tionscal.

D'úsáid an tÚdarás cumhachtaí um rialú agus forfheidhmiú reachtúil chun feabhas a chur ar sheachadadh seirbhíse. Leanann an straitéis seo an misean seo sna limistéir siúd atá ceadúnaithe cheana féin trí chaighdeáin a ardú níos mó. I limistéir nár cuireadh tús le ceadúnú go fóill, leagann an tÚdarás amach an obair atá le déanamh chun tús a chur le rialú agus téitear i muinín na taithí rialaithe le sé bliana anuas. Tabharfar faoin obair seo ar bhealach a fhreastalaíonn ar an tomhaltóir ach a bheidh íogair i dtaobh riachtanais an mhargaidh i gcomhthráth agus bheith ag oibriú laistigh den tionscal slándála príobháidí ag an am céanna.

Aithníonn an tÚdarás gur meascán comhionann d'fhostaithe agus d'fhostóirí a chruthaíonn an tionscal slándála príobháidí. D'fhonn athrú a dhéanamh, teastaíonn tiomantas na bhfostaithe agus na bhfostóirí araon. Is tagairtí do rannpháirtíocht na bhfostaithe agus na bhfostóirí araon tagairtí don tionscal slándála príobháidí sa cháipéis seo.



**Mír 2:**

**Ár Spriocanna**

## ÁR SPRIOCANNA

Baintear gníomhaíocht as Ráiteas Misin an Údaráis Slándála Príobháidí trí shé phríomhspríoc a leagtar amach inár ndara Ráiteas Straitéise. Go hachomair, is iad seo a leanas na spriocanna:

**Spríoc 1:** Leanúint le rialú céimnithe an tionscail slándála príobháidí

**Spríoc 2:** Comhlíonadh ceanglais cheadúnaithe a chinntiú

**Spríoc 3:** Caighdeáin a ardú laistigh den Tionscal

**Spríoc 4:** Feabhas a chur ar cháilíocht agus ar mhinicíocht na Cumarsáide

**Spríoc 5:** Ár bhFoireann a Fhorbairt

**Spríoc 6:** An modh chun comhlíonadh caighdeáin cheadúnaithe a chruthú a athbhreithniú

## **Sprioc 1: Leanúint le rialú céimnithe an tionscail slándála príobháidí**

### **Ceadúnú Conraitheoirí**

#### **Athbhreithniú**

In 2012, tugadh isteach ceadúnú do chonraitheoirí sna hearnálacha Rialú Rochtana agus CCTV, agus chruthaigh seo dúshlán nua don Údarás. Faoi dheireadh na bliana, eisíodh 665 ceadúnas, lena n-áirítear 355 cás inar cuireadh na hearnálacha nua le ceadúnas reatha, as ar eascair ceadúnas athbhreithnithe a eisiúint don chonraitheoir. Léiríonn seo an líon is airde de cheadúnais chonraitheoirí a eisíodh i mbliain ar leith amháin.

B'ionann iomlán na dtáillí ceadúnaithe conraitheoirí agus €1,441,733 i gcomparáid le €763,450 in 2011. Is é an t-údar atá leis an difríocht ná an córas ceadúnaithe dhá bhliain agus méid níos mó athnuachana in 2010 agus in 2012. B'ionann an figiúr comhfhreagrach in 2010 agus €1,454,000.

#### **Fostaíocht agus Láimhdeachas Conraitheoirí**

Ag deireadh 2012, bhí 723 conraitheoir ceadúnaithe le hoibriú in 7 n-earnáil, i gcomparáid le 741 conraitheoir in 5 earnáil in 2011. Is ionann fostaíocht ag na conraitheoirí seo agus 19,052 duine (2011:19,313) agus sáraíonn an comhláimhdeachas amháil a nochtar sna foirmeacha iarratais €562 milliún (2011: €525 milliún).

#### ***Fostaíocht agus Láimhdeachas de réir Earnála do na Conraitheoirí Ceadúnaithe***

<b>Earnáil</b>	<b>Láimhdeachas (€)</b>	<b>Líon na bhFostaithe</b>
Doirseoir	15,389,000	1,823
Garda Slándála (Statach)	304,643,000	14,219
Garda Slándála (Monatóireacht)	35,685,000	467
Suiteálaí Trealamh Slándála	133,038,000	1,675
Airgead faoi Bhealach	73,904,000	868
<b>Iomlán</b>	<b>562,659,000</b>	<b>19,052</b>

*(Bunaithe ar shonraí a soláthraíodh i bhFoirmeacha Iarratais)*

## Próiseáil Iarratas

Le linn 2012, fuarthas 515 iarratas conraitheora as a raibh 151 díobh ina n-iarratas céaduaire agus 364 díobh ina n-iarratas athnuachana. Is ionann, agus sin san áireamh, 3,164 agus an líon iomlán iarratas a fuarthas ó tosaíodh ceadúnú conraitheoirí in 2006. Anuas air sin, rinne 355 conraitheoir ceadúnaithe iarratas ar Rialú Rochtana agus CCTV a chur lena gceadúnas reatha. Rinneadh 54 (10%) de na hiarratais a fuarthas tar éis iad a fháil mar gheall go raibh siad neamhbhailí mar gheall nár ghabh an cháipéisíocht riachtanach go léir leo. Rinneadh 47 de na hiarratais seo a athsheoladh ar aghaidh chugainn agus diúltaíodh 7 gcás ag deireadh na bliana. Diúltaíodh 10 n-iarratas bhreise tar éis gur theip orthu na ceanglais cheadúnaithe a chomhlíonadh.

### *Iarratais nua Chonraitheora de réir Earnála in 2012*

<b>Earnáil</b>	<b>Iarratais a Fuarthas</b>
Doirseoir	11
Garda Slándála (Statach)	21
Garda Slándála (Monatóireacht)	0
Suiteálaí (Rialú Rochtana)	103
Suitealaí (CCTV)	96
Suiteálaí (Aláirim Ionraidh)	74
Airgead faoi Bhealach	0
<b>Iomlán</b>	<b>305</b>

*(Féadfaidh conraitheoirí iarratas a dhéanamh ar bhreis agus earnáil amháin)*

Ní dhearna 56 (14%) de na 403 conraitheoir a bhí sceidealaithe lena gceadúnas a athnuachan i rith na bliana amhlaidh faoi dheireadh na bliana. Tá an ráta neamhathnuachana 14% níos lú ná an ráta 22% in 2011 agus is é an ráta is lú a cuireadh i dtaifead ó tosaíodh athnuachan ceadúnais chonraitheora in 2008.

Féadfaidh líon cúiseanna bheith ann gan ceadúnais a athnuachan, lena n-áirítear comhdhlúthú sa tionscal, athrú ar stádas dlíthiúil (mar shampla, aistriú ó thrádálaí aonair go dtí cuideachta theoranta) nó dúnadh gnó. Sa chás nár dheimhnigh an rannán an chúis a bhí leis an neamhathnuachan, cuirtear an cás faoi bhráid Rannán Forfheidhmithe an Údaráis lena chinntiú nach bhfuil an conraitheoir ag leanúint i mbun trádála.

*Miondealú na gConraitheoirí ar theip orthu a gceadúnas a athnuachan in  
2012 de réir earnála.*

	<b>DOIRSEOIR</b>	<b>GARDA SLÁNDÁLA (MONATÓIREACHT)</b>	<b>GARDA SLÁNDÁLA (STATACH)</b>	<b>SUITEÁLAÍ (ALÁRAIM IONRAIDH)</b>	<b>AIRGEAD FAOI BHEALACH</b>	<b>IOMLÁN</b>
Neamhathnu achan	6	1	17	39	0	63
<b>CÚISEANNA LE NEAMHATHNUACHAN</b>						
Trádáil Stoptha	6	0	12	28	0	46
Faoi Imscrúdú	0	0	4	11	0	15
Eile*	0	1	1	0	0	2
<b>IOMLÁN</b>	<b>6</b>	<b>1</b>	<b>17</b>	<b>39</b>	<b>0</b>	<b>63</b>

*(Féadfaidh conraitheoirí oibriú i mbreis agus earnáil amháin)*

*\*Cónascadh conraitheora nó tithcheangal ag conraitheoir ceadúnaithe eile*

Is ionann céatadán cheadúnais 2012 a rinneadh a athnuachan i ndiaidh an dáta éagtha agus 31%, arb ionann seo agus céatadán 2011. Anuas air sin, fuarthas 12 iarratas bhreise le linn 2012 ar cheadúnais a athnuachan a bhí éagtha in 2011. Cruthaíonn athnuachan dhéanach ceadúnas breis éilimh ar acmhainní an Údaráis agus leanaimid ag lorg bealaí chun dul i ngleic leis an tsaincheist seo.

Thit tabhairt isteach ceadúnaithe chuig na hearnálacha Rialú Rochtana agus CCTV an 1 Deireadh Fómhair 2012. Faoi dheireadh na bliana, eisíodh 731 ceadúnas don dá earnáil ina raibh 364 ceadúnas le haghaidh Rialú Rochtana agus 367 le haghaidh CCTV. Sa mhullach air sin, b'ann do 112 iarratas a bhí ar feitheamh ó chonraitheoirí a raibh iarratas á dhéanamh acu ar na hearnálacha nua, 17 le haghaidh Rialú Rochtana, 10 le haghaidh CCTV agus 85 le haghaidh an dá earnáil. Tá tromlach na n-iarratas ag feitheamh le hiniúchtaí ó chomhlachtaí deimhnithe le comhlíonadh na gcaighdeán a theastaíonn le haghaidh ceadúnú a dheimhniú.



*Ceadúnais Chonraitheora a Eisíodh amhail an 31 Nollaig 2012*

<b>Earnálacha</b>	<b>Líon na gConraitheoirí</b>
Rialú Rochtana/CCTV/Aláirim Ionraidh	339
Garda Slándála (Statach)	139
Aláirim Ionraidh	129
Doirseoir/Garda Slándála (Statach)	50
Garda Slándála (Monatóireacht)	15
Garda Slándála (Montaóireacht)/Rialú Rochtana/CCTV/Aláirim Ionraidh	7
Airgead faoi Bhealach	8
Doirseoir	8
Garda Slándála (Statach)/Rialú Rochtana/CCTV/Aláirim Ionraidh	6
Doirseoir/Garda Slándála (Statach)/Rialú Rochtana/CCTV/Aláirim Ionraidh	5
Garda Slándála (Statach)/Garda Slándála (Monatóireacht)	4
Garda Slándála (Statach)/Garda Slándála (Montaóireacht)/Rialú Rochtana/CCTV/Aláirim Ionraidh	4
CCTV/Aláirim Ionraidh	4
Rialú Rochtana	1
Rialú Rochtana/CCTV	1
Doirseoir/Aláirim Ionraidh	1
Doirseoir/Garda Slándála (Statach)/Rialú Rochtana/CCTV	1
Garda Slándála (Monatóireacht)/Aláirim Ionraidh	1
<b>Iomlán</b>	<b>723</b>

**Socruithe Suiteála**

I nDeireadh Fómhair 2010, thug an tÚdarás áis um íocaíocht suiteála isteach le haghaidh conraitheoirí ag a bhfuil láimhdeachas faoi bhun €150,000 a raibh a gceadúnas á athnuachan acu. Rinne 74 conraitheoir iarratas ar an socrú suiteála agus deonaíodh an socrú dóibh uile le linn 2012. Is ionann anois 152 agus an líon socruithe a deonaíodh ó tugadh isteach an scéim.

**Socruithe Suiteála a Deonaíodh de réir Earnála**

<b>Earnáil</b>	<b>Deonaithe in 2012</b>	<b>An tIomlán a Deonaíodh</b>
Suiteálaithe Aláráim	63	134
Garda Slándála (Statach)	6	7
Garda Slándála (Statach) agus Doirseoir	2	6
Garda Slándála (Statach)/Garda Slándála (Monatóireacht)	2	2
Suiteálaí Aláráim/Garda Slándála (Statach)	1	1
Garda Slándála (Monatóireacht)	0	1
Doirseoir	0	1
<b>Iomlán</b>	<b>74</b>	<b>152</b>

Rinneadh ceadúnais triúr conraitheoirí a chúlghairm i rith na bliana a raibh socrú suiteála acu. Rinneadh cúlghairm amháin mar gheall gur theip ar an gconraitheoir íocaíochtaí a dhéanamh i gcomhréir le téarmaí an tsocraithe suiteála. Níl seo ach an dara conraitheoir a ndearnadh a cheadúnas a chúlghairm ar an gcúis seo. Rinneadh an dá cheadúnas eile a chúlghairm i rith théarma an tsocraithe suiteála mar gheall nár bhain na conraitheoirí an caighdeán amach a theastaíonn le haghaidh ceadúnú.

Is féidir an rath leanúnach atá ar an scéim a thabhairt faoi deara ón ráta laghdaitheach neamhathnuachana i measc conraitheoirí agus an líon beag conraitheoirí ar theip orthu le linn socrú sa tábla thíos.

**Comparáid idir Líon na gCeadúnas arna Eisiúint le haghaidh gach earnála ag deireadh na bliana**

*(Féadfaidh conraitheoirí oibriú i mbreis agus earnáil amháin)*

	<b>DOIRSEOIR</b>	<b>GARDA SLÁNDÁLA (MONATÓIREACHT)</b>	<b>GARDA SLÁNDÁLA (STATACH)</b>	<b>SUITEÁLAÍ (ALÁRAIM IONRAIDH)</b>	<b>AIRGEAD FAOI BHEALACH</b>	<b>GACH EARNÁIL</b>
<b>Nol 2006</b>	45	15	251	282	0	593
<b>Nol 2007</b>	53	19	278	490	0	840
<b>Nol 2008</b>	56	22	254	501	0	833
<b>Nol 2009</b>	71	26	263	491	0	851
<b>Nol 2010</b>	71	29	239	494	23	856
<b>Nol 2011</b>	65	30	233	490	26	844
<b>Nol 2012</b>	65	31	208	497	25	826

## **Cúlghairmeacha agus Cur ar Fionraí**

Caitheann an tÚdarás le ceadúnas amhail ionstraim bheo agus is gné thábhachtach den cheadúnú monatóireacht a dhéanamh ar an gconraitheoir i rith an cheadúnais dhá bhliain. Déanann an tÚdarás athbhreithniú ar stádas comhlíonta conraitheoirí ar fud chóras an cheadúnais. Sholáthair cónascadh na n-aonad ceadúnaithe agus forfheidhmithe pictiúr níos cuimsithí de thaifead comhlíonta na gconraitheoirí agus chuir sé ar chumas an Údaráis bheith níos réamhghníomhaí i ndéileáil le hábhair chomhlíonta.

Má theipeann ort ceanglais cheadúnaithe a chomhlíonadh, d'fhéadfaí do cheadúnas a chur ar fionraí nó a chúlghairm. Ní cinneadh furasta é an cinneadh chun ceadúnas a chúlghairm nó a chur ar fionraí agus is gá don Údarás tabhairt faoi phróiseas fadálach ag dul i dteagmháil leis an gconraitheoir sula mbaintear an chéim seo amach.

Rinneadh ceadúnais 25 conraitheoir a chúlghairm i mbliana, agus cuireadh dhá cheadúnas conraitheora ar fionraí ar feadh tréimhse. Anuas air sin, d'eisigh an tÚdarás Fógra Rabhaidh amháin, dhá Fhógra Foláirimh agus dhá Fhógra Iomardaithe do chonraitheoirí le linn na bliana mar gheall gur sáraíodh rialacháin cheadúnaithe.

As na 25 ceadúnas a cúlghaireadh in 2010, rinneadh 20 díobh de dheasca gur theip ar na conraitheoirí fianaise a sholáthar don Údarás go raibh ceadúnas reatha bailí acu; rinneadh dhá chúlghairm mar gheall gur theip ar chonraitheoirí an táille fhorordaithe cheadúnais<sup>4</sup> a íoc; rinneadh dhá chúlghairm mar gheall ar dhíscáoileadh na cuideachta agus rinneadh cúlghairm amháin mar gheall gur theip ar an gconraitheoir faisnéis a sholáthar don Údarás a iarradh de bhun Alt 13 de na hAchtanna um na Seirbhísí Slándála Príobháidí 2004 agus 2011.

## **Achomhairc**

Fuair Bord Achomhairc na Slándála Príobháidí 3 achomharc i leith chinntí an Údaráis in 2012 agus is ionann agus 51 líon iomlán na n-achomharc conraitheora a fuarthas go nuige seo. Seo an líon is lú achomhairc chonraitheora a cuireadh faoi bhráid an Bhoird Achomhairc ó tosaíodh ceadúnú. Cuireadh an ceathrú hachomharc faoi bhráid an Bhoird Achomhairc ach rinne an conraitheoir é a aistarraingt ina dhiaidh sin. Bhain achomharc

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<sup>4</sup> 1 of the two revocations for fees related to a 2011 case where the revocation did not come in to effect until 2012.

amháin leis an gcinneadh chun an t-iarratas a dhiúltú agus bhain 2 cheann le ceadúnais a chúlghairm.

**Stádas Achomhairc Chonraitheora de réir Earnála amhail an 31/12/2012**

<b>Earnáil</b>	<b>Achomhairc arna gCur ar Aghaidh</b>	<b>Seasadh leis an gCinneadh</b>	<b>Cuireadh an Cinneadh ar Ceal</b>	<b>Ag fanacht le Toradh</b>
Doirseoir	6	4	1	1
Garda Slándála (Statach)	20	10	6	4
Garda Slándála (Monatóireacht)	0	0	0	0
Suiteálaí (Aláirim Ionraidh)	33	19	14	0
Iomlán*	59	33	21	5

\* Baineann ocht n-achomharc le hiarratais in dhá earnáil agus is ionann an líon iomlán agus 51 agus iadsan san áireamh.

**Ordú Díolúine do Shuiteálaithe Aláirim**

Ó Mheán Fómhair 2007, féadfaidh iontrálaithe nua isteach san earnáil Suiteálaí (Aláirim Ionraidh) iarratas a dhéanamh ar Ordú Díolúine a ligeann don iarratasóir aláirim a shuiteáil ar mhaithe le Caighdeáin EN50131 agus SR40 a bhaint amach. Sula n-eisítear ordú díolúine, ní mór d'iarratasóir na riachtanais cheadúnaithe eile ar fad a chomhlíonadh. Is gnách go n-eisítear díolúintí ar feadh tréimhse sé mhí agus ceadáíonn siad 6 aláram ar a mhéid a shuiteáil. In 2012, eisíodh 72 díolúine, i gcomparáid le 35 in 2011. Eisíodh 283 díolúine ar an iomlán ó tugadh isteach an scéim in 2007.

Ag deireadh gach ráithe, foilsítear na díolúintí in Irish Oifigiúil agus ar ár láithreán gréasáin. Ina theannta sin, cuimsítear ar an láithreán gréasáin sonraí faoi gach díolúine reatha atá i mbun cúrsaíochta. Bhí 47 díolúine fós ag oibriú ag deireadh na bliana.

**Stádas na nDíolúintí Suiteálaí a eisíodh go dtí an 31 Nollaig 2012**

Iomlán na nDíolúintí Suiteálaí a Eisíodh	283
Ceadúnais a Eisíodh	204
Ceadúnais a Diúltaíodh	18
Iarratais ar Cheadúnas a Aistarraingíodh	14
Díolúintí atá Eisithe faoi Láthair	47

Inár dTuarascáil Bhliantúil 2011, d'fhógraíomar pleananna leis an díolúine a ionadú le haghaidh suiteálaithe ag a bhfuil ceadúnas nua sealadach tar éis go ndearnadh foráil don chéanna san Acht um an Dlí Sibhialta (Forálacha Ilghnéitheacha), 2011. Rinneadh an cinneadh ina dhiaidh sin chun moill a chur ar thabhairt isteach an cheadúnais shealadaigh go dtí i ndiaidh shíneadh an cheadúnaithe chuig na hearnálacha Rialú Rochtana agus CCTV. Tá sé anois beartaithe chun an ceadúnas a thabhairt isteach go luath in 2013.

Eiseofar an ceadúnas sealadach le haghaidh tréimhse 6 mhí agus beidh sé de chumhacht ag an Údarás an ceadúnas a shíneadh ar feadh tréimhse 9 mí sa bhreis air sin.

### **Cumarsáid**

D'eisigh an tAonad Ceadúnaithe Conraitheoirí 2,582 earra poist le linn na bliana, ar méadú 22% é seo ar 2012. Tharla an méadú cé gur bhain an tÚdarás úsáid ní ba mhó as ríomhphoist agus is é an t-údar atá leis seo tabhairt isteach an cheadúnaithe go dtí na hearnálacha Rialú Rochtana agus CCTV.

Tugadh breis agus 37,000 cuairt ar chlár na gconraitheoirí ar láithreán Gréasáin an Údaráis i rith 2012, a leagann béim ar an bhfeidhm thábhachtach atá ag an láithreán Gréasáin mar chainéal cumarsáide. Rinne an tÚdarás nuashonruithe rialta ar dhíolúintí suiteáilte, ceadúnais a cúlghaireadh agus saincheisteanna ginearálta ceadúnaithe a chur in airde ar an láithreán Gréasáin i gcaitheamh na bliana. Ina theannta sin, bhain an tÚdarás leas as ár Ríomhíris, *PSA Watch* chun nuashonruithe ceadúnaithe a phoibliú agus chun staitisticí a sholáthar ar cheadúnú conraitheoirí. Úsáideadh ríomhphoist chun sprioc a dhéanamh de ghrúpaí roghnaitheacha de shealbhóirí ceadúnais maidir le saincheisteanna a raibh difear á dhéanamh acu dóibh.

### **Fiosrú an AE**

I mBealtaine, lorg an Coimisiún Eorpach faisnéis ar an táille cheadúnais a íocann conraitheoirí beaga. Bhí buairt ar an gCoimisiún go raibh an táille le haghaidh conraitheoirí beaga neamhchomhréireach agus go mb'fhéidir gurbh ionann í agus srian ar chonraitheoirí eile ó stáit AE eile seirbhísí a sholáthar in Éirinn. Anuas air sin, thug an Coimisiún an cheist chun solais cibé acu ar sháraigh nó nár sháraigh íocaíocht táille cheadúnais an Stiúrthóireacht Seirbhísí.

I ndiaidh fhreagra an Údaráis, scríobh an Coimisiún níos mó ar an tsaincheist i Meán Fómhair arís eile, agus tagairt á déanamh don táille a d'íoc conraitheoirí beaga agus an tuairim a bhí acu go bhféadfadh gur sháraigh seo Airteagal 49 de Chonartháí an AE, sa mhéid gurb ionann agus srian é ar chonraitheoirí beaga ó stáit eile AE a iontrálann áit mhargaidh na hÉireann.

Mhol an tÚdarás an Coimisiún go bhfuil athbhreithniú á dhéanamh faoi láthair ar an struchtúr táillí agus gur lorg an Coimisiún sonraí ar an athbhreithniú agus struchtúr nua táillí, a gheofar faoi lár Eanáir 2013.

### **Táblaí Staitisticí**

Foilsíonn an tÚdarás réimse táblaí staitistiúla le linn na bliana d'fhaisnéis an Bhoird, don bhainistíocht, don tionscal slándála agus don phobal mór.

#### *Iarratais ar Cheadúnais Chonraitheora a Fuarthas*

Cuireann an tábla seo amharc stairiúil ar fáil ar phróiseáil ceadúnas ó tugadh isteach ceadúnú in 2006. Ón tráth sin i leith, eisíodh ceadúnais chun seirbhísí slándála a sholáthar in 3,674 earnáil. Is tábhachtach a thabhairt faoi deara gur féidir le conraitheoir ceadúnais a shealbhú i líon earnálacha, mar sin, tá an líon conraitheoirí a ceadúnaíodh laghdaithe go mór. Tá ceadúnais bailí ar feadh tréimhse dhá bhliain agus tá 498 de na ceadúnais atá eisithe faoi láthair eisithe do chonraitheoirí a bhfuil an ceathrú ceadúnas acu. Baineann 731 ceadúnas le hearnálacha nua de Rialú Rochtana agus CCTV.

*Stádas na nIarratas ar Cheadúnais Chonraitheora a Fuarthas amhail an*

*31 Nollaig 2012<sup>5</sup>*

<b>STÁDAS AN IARRATAIS</b>	<b>DSP</b>	<b>SGM</b>	<b>SGS</b>	<b>CIT</b>	<b>AC</b>	<b>CCTV</b>	<b>IA</b>	<b>GACH EARNÁIL</b>
Ceadúnas arna Eisiúint	65	31	208	25	364	367	497	1557
Ceadúnas arna Éag	156	60	645	22	0	0	1154	2037
Iarratas arna Chealú	20	2	65	2	0	0	34	123
Ceadúnas arna Chúlghairm	9	0	27	0	0	0	43	79
Ceadúnas Curtha ar Fionraí	0	0	1	0	0	0	0	1
Iarratas arna Dhiúltú	17	1	52	4	0	0	87	161
Iarratas arna Chuileáil	20	5	30	0	1	2	40	98
Iarratas arna Aistarraingt	11	1	23	0	0	1	43	79
Iarratas Neamhiomlán	2	0	5	2	100	93	43	245
<b>Iomlán</b>	<b>300</b>	<b>100</b>	<b>1056</b>	<b>55</b>	<b>465</b>	<b>463</b>	<b>1941</b>	<b>4380</b>

*(Tagraíonn líonta na n-iarratas agus na gceadúnas d'iarratais a fuarthas nó do cheadúnais a eisíodh de réir conraitheora agus earnála. Má rinne conraitheoirí iarratas ar bhreis agus earnáil amháin nó má eisíodh ceadúnas dóibh do bhreis agus earnáil amháin, déantar iad a chomhaireamh breis agus uair amháin.)*

*(Tagraíonn Ceadúnas arna Chealú do chonraitheoirí a chur stop le trádáil agus a ndearnadh a gceadúnas a chealú.)*

*Comparáid idir Líon na gCeadúnas arna Eisiúint*

Déantar sa tábla seo comparáid idir ceadúnais a eisíodh i ngach earnáil ag tús agus ag deireadh 2012, agus na cúiseanna a léiriú a bhí leis an athrú ar na líonta le linn na bliana. B'ann do 18 gceadúnas níos lú i mbun cúrsaíochta ag deireadh na bliana nuair a chuirtear tús na bliana i gcomparáid leis. Léirigh an earnáil Gharda Slándála (Statach) titim 25 ceadúnas agus léirigh an earnáil Aláraim Ionraidh méadú 7 gceadúnas.

<sup>5</sup> DSP = Door Supervisor Licensed Premises, SGM = Security Guard Monitoring Centre, SGS = Static Security Guarding, CIT = Cash-In-Transit, AC = Access Control, CCTV = Closed Circuit Television, IA = Intruder Alarms,

**Comparáid idir Ceadúnais a Eisíodh le haghaidh gach Earnála amhail an 31/12/2011**

**agus an 31/12/2012**

	DOIRSEOIR	GARDA SLÁNDÁLA (MONATÓIREACHT)	GARDA SLÁNDÁLA (STATACH)	SUITEÁLAÍ ALÁRAIM IONRAIDH	AIRGEAD FAOI BHEALACH	GACH EARNÁIL
<b>31/12/2011</b>	65	30	233	490	26	844
Céadúaire*	10	0	15	58	0	83
Neamhathnuachan	-6	-1	-17	-39	0	-63
Cealaithe	-3	0	-17	-3	-2	-25
Cúlghairithe	-4	0	-10	-13	0	-27
Earnálacha Breise Curtha leis an gCeadúnas	3	2	4	4	1	14
<b>31/12/2012</b>	65	31	208	497	25	826

*\*I measc na gceadúnas céadúaire a eisíodh tá iarratais a fuarthas in 2011*

*(Níor cuireadh CCTV agus Rialú Rochtana san áireamh mar gheall nach bhfuil aon fhigiúirí inchomparáide ann)*

*(Féadfaidh conraitheoirí oibriú i mbreis agus earnáil amháin)*

**Stádas Dlí Conraitheoirí Ceadúnaithe**

Léiríonn an tábla thíos go bhfuil 70% de na ceadúnais i seilbh cuideachtaí, agus go bhfuil 27% i seilbh trádálaithe.

***Stádas Dlí Conraitheoirí Ceadúnaithe amhail an 31 Nollaig 2012***

Earnáil	Cuideachta	Trádálaí Aonair	Comhpháirtíocht
Doirseoir	52	8	5
Garda Slándála (Monatóireacht)	30	1	0
Garda Slándála (Statach)	171	32	5
Suiteálaí Rialú Rochtana	249	103	12
Suiteálaí CCTV	252	103	12
Suiteálaí Alárim Ionraidh	307	176	14
Airgead faoi Bhealach	25	0	0
<b>Iomlán</b>	<b>1,086</b>	<b>423</b>	<b>48</b>

*(Tagraíonn an líon conraitheoirí ceadúnaithe do cheadúnais a eisíodh de réir conraitheora agus earnála. Má eisíodh ceadúnas do chonraitheoirí do bhreis agus earnáil amháin, déantar iad a chomhaireamh breis agus uair amháin.)*



Suíomh na Sealbhóirí Ceadúnais

Soláthraíonn an tábla seo sonraí ar an líon conraitheoirí a ceadúnaíodh le haghaidh gach earnála de réir contae. Tá an contae bunaithe ar an seoladh dá n-eisítear an ceadúnas.

***Ceadúnais a Eisíodh de réir Contae amhail an 31 Nollaig 2012***

<b>Réigiún</b>	<b>Doirseoir</b>	<b>Garda Slándála (Monatóireacht)</b>	<b>Garda Slándála (Statach)</b>	<b>Suiteálaí Trealamh Slándála</b>	<b>Airgead faoi Bhealach</b>
Ceatharlach	1	1	3	25	0
An Cabhán	0	1	1	19	0
An Clár	2	0	4	30	0
Corcaigh	3	4	10	93	0
Dún na nGall	2	0	3	22	0
Baile Átha Cliath	27	13	85	393	15
Gaillimh	5	1	8	53	0
Ciarraí	0	0	7	31	0
Cill Dara	7	0	16	38	4
Cill Chainnigh	2	0	4	23	0
Laois	1	0	3	17	0
Liatroim	0	0	0	9	0
Luimneach	1	1	6	56	0
An Longfort	0	0	2	15	0
Lú	2	0	5	53	0
Maigh Eo	0	0	0	26	0
An Mhí	2	0	10	78	0
Muineachán	1	0	3	20	4
Uíbh Fhailí	1	0	1	20	0
Ros Comáin	0	0	1	9	0
Sligeach	0	0	3	7	0
Tiobraid Árann	1	0	9	47	0
Port Láirge	2	0	5	19	2
An Iarmhí	0	0	2	16	0
Loch Garman	1	2	3	34	0
Cill Mhantáin	2	1	9	50	0
Sasana	1	4	3	7	0
Tuaisceart Éireann	1	3	2	18	0
<b>Iomláin</b>	<b>65</b>	<b>31</b>	<b>208</b>	<b>1228</b>	<b>25</b>

## Ceadúnú – Daoine Aonair

### Próiseáil Iarratas

Bliain shuntasach eile a bhí in 2012 le haghaidh ceadúnú daoine aonair agus b'ionann an líon ceadúnas a bhí i mbun cúrsaíochta faoi dheireadh na bliana agus 26, 938. Léirigh seo laghdú beag 3% ar an líon ceadúnas a bhí i mbun cúrsaíochta ag tús na bliana agus laghdú 922 ar an mbuaic 27,860 roimhe seo. Tá an laghdú ar cheadúnais a eisíodh mar thoradh ar an ngnáthchóras a bhí i gceist, mar gheall ar an tréimhse cheadúnais dhá bhliain mar aon leis an tionchar a d'imir an cúlú geilleagrach ar an earnáil.

### *Comparáid idir Líon na gCeadúnas arna Eisiúint amhail an 31 Nollaig gach bliain*

CATAGÓIR	2009	2010	2011	2012
Doirseoir (Áitreabh Ceadúnaithe)	6,873	5,979	6,283	5,733
Garda Slándála (Statach)	18,295	16,421	17,599	16,573
Doras agus Statach	1,774	2,952	3,978	4,632
<b>Iomlán</b>	<b>26,942</b>	<b>25,352</b>	<b>27,860</b>	<b>26,938</b>

B'ionann an ráta athnuachana in 2012 agus 63%, a bhí go mór os cionn ráta 47% 2011. Faoi dheireadh na bliana, rinneadh 10,770 de na 17,070 ceadúnas a d'éag a athnuachan. Bhí 64% de gach ceadúnas beo le hathnuachan in 2012. Leanfar le monatóireacht chúramach a dhéanamh ar an ráta athnuachana i rith 2013. Anuas air sin, fuarthas 407 iarratas chun ceadúnais a athnuachan a d'éag in 2011. Mhéadaigh seo ráta athnuachana 2011 go dtí 52% aníos ó 47% ag tús na bliana.

B'ionann táillí ceadúnais aonair le haghaidh 2012 agus €1,527,784 i gcomparáid le €1,464,232 in 2011. Léiríonn seo an córas ceadúnaithe nuair a bhíonn líon níos airde athnuachana ann i mblianta ina bhfuil ré-uimhreacha i gcomparáid le blianta ina bhfuil corruimhreacha. In 2010, b'ionann na táillí a fuarthas agus €1,373,464 ar an iomlán.

*Tionchar Éag Ceadúnas agus Eisiúint Ceadúnas in 2012*

Mí na hAthnuachana	Ceadúnais Éagtha	Ceadúnais arna nAthnuachan	Ceadúnais Chéaduaire arna nEisiúint	Iomlán na gCeadúnas a Eisíodh	Éagsúlacht: Ceadúnais arna nEisiúint i leith Ceadúnais Éagtha
Eanáir	5,971	4,620	635	5,255	-716
Feabhra	2,607	1,803	677	2,480	-127
Aibreán	1,900	1,128	1,068	2,196	296
Iúil	2,253	1,135	699	1,834	-419
Lúnasa	569	212	583	795	226
Meán Fómhair	1,771	906	426	1,332	-439
Samhain	1,999	966	809	1,775	-224
<b><i>Iomlán</i></b>	<b>17,070</b>	<b>10,770</b>	4,897	15,667	-1403

Léiríonn an tábla thuas gur tháinig laghdú ar an líon ceadúnais chéaduaire anuas ó 2011 i dtéarmaí céatadán i leith an lín fhoriomlán cheadúnas a eisíodh. In 2011, b'ionann na ceadúnais chéaduaire a eisíodh agus 61% de gach ceadúnas a eisíodh. In 2012, is ionann an figiúr comhfhreagrach agus 31%. Is éard a d'eascair as seo ná easnamh foriomlán 1,403 ceadúnas arna n-eisiúint i gcomparáid leis na ceadúnais a d'éag. Cuirtear seo i gcomparáid le heasnamh comhfhreagrach 934 in 2010 nuair b'ionann an líon iarratais chéaduaire a fuarthas agus 6,171.

Ar an iomlán, fuarthas 14,528 iarratas ar cheadúnas in 2012, ina raibh 5,730 iarratas céaduaire agus 8,798 iarratas athnuachana. Ar an iomlán, in 2011, fuarthas 12,179 iarratas ar cheadúnas, ina raibh 5,475 iarratas céaduaire agus 6,704 iarratas athnuachana.

**Próiseáil Iarratas in 2012**

	Iarratais
Iarratais idir lámha amhail an 01/01/2012	804
Iarratais arna bhFáil in 2012	14,528
Iarratais arna gCríochnú	13,196
Iarratais idir lámha amhail an 31/12/2012 <i>As a raibh:</i> <i>Iarratais Chríochnaithe: 2,016</i> <i>Iarratais Neamhiomlána: 120</i>	2,136

B'ann do laghdú ar an líon iarratas a rinneadh a chuileáil tar éis iad a fháil i gcomparáid le 2011. Rinneadh breis agus 2,354 iarratas a chuileáil in 2012, i gcomparáid le 2,700 in 2011. Is deacair an chúis a bhí leis an laghdú a dheimhniú mar gheall gurbh ionann an líon iarratas a fuarthas in 2012 agus 2,349 níos lú ná a fuarthas in 2011. Míniú amháin is ea go bhfuil iarratasóirí níos feasaí ar an gcáipéisíocht go léir is gá gabháil leis na foirmeacha iarratais agus go bhfuil ráta laghdaithe cuileála ann dá bharr. Déantar iarratais aonair a chuileáil ar réimse cúiseanna, ach le himeachta ama, bheifí ag súil leis go dtiocfadh méadú an taithí seo ar an bpróiseas iarratais agus go mbainfeadh sí nó go leanfadh sí leis an líon iarratais chuileáilte a laghdú go mór ar deireadh thiar.

Ó Bhealtaine 2010, déantar gach foirm iarratais aonair a scanadh agus déanann soláthróir seachfhoinsithe seirbhíse sonraí a bhailiú. Ina theannta sin, eisíonn an soláthróir seirbhíse litreacha aitheantais d'iarratasóirí céaduaire ar ár son. D'éascaigh an tseirbhís sheachfhoinsithe athchumraíocht ár nósanna imeachta inmheánacha agus chuir sí go mór lenár n-amanna feabhsaithe próiseála mar aon le feabhas a chur ar sheirbhís do chustaiméirí.

Bíonn mórthionchar ar amanna próiseála na n-iarratas céaduaire ag an bpróiseas grinnfhiosrúcháin. In 2012, mhair na hamanna grinnfhiosrúcháin idir 11 agus 32 lá, i gcomparáid le réimse idir 19 agus 45 lá in 2011. Tá an tÚdarás buartha faoin méadú ar amanna grinnfhiosrúcháin i gcaitheamh na bliana agus faoin tionchar féideartha a d'fhéadfadh a leithéid de threocht imirt ar chleachtais earcaíochta agus fostaíochta na hearnála. In 2013, déanfaidh an tÚdarás scrúdú ar bhealaí leis na hamanna grinnfhiosrúcháin i gcomhréir lenár gcomhghleacaithe in Aonad Grinnfhiosrúcháin an Gharda Síochána.

Mar thoradh ar na bearta, mhéadaigh na meánamanna próiseála d'iarratais chéaduaire ó 41 lá in 2011 go dtí 55 lá in 2012 agus mhéadaigh na hamanna próiseála ó 7 lá in 2011 go dtí 18 lá in 2012. Is ionann anois an comh-mheánam próiseála anois agus 32 lá. In 2013, beidh an tÚdarás meáite ar bhealaí a aimsiú chun amanna próiseála a laghdú, agus i measc na mbeart beidh plé ar conas amanna grinnfhiosrúcháin an Gharda Síochána a laghdú.

D'eisigh an tÚdarás 318 ceadúnas agus cárta aitheantais dúblach in 2012, ar laghdú 59 é seo ar fhigiúr 2011. Ó Bhealtaine 2011, tá táille €20 á gearradh ag an Údarás chun cáipéisí

dúblacha a eisiúint faoi thiomlath na gcúinsí agus tá fáiltas €3,880 tar éis eascairt as seo in 2012.

### Stádas na nIarratas Aonair a Fuarthas amhail an 31 Nollaig 2012

STÁDAS AN IARRATAIS	DOIRSEOIR	GARDA SLÁNDÁLA (STATACH)	IOMLÁN
Ceadúnais arna Eisiúint	10,450	21,410	31,860
Diúltaithe	1,414	3,868	5,282
Arna Chúlghairm ag an PSA	11	25	36
Aistarraingthe	172	280	452
Iarratais arna gCealú	29	59	88
Curtha ar Fionraí	6	4	10
Neamhiomlán	36	49	85
Críochnaithe	818	1,134	1,952
<b>Iomlán</b>	<b>12,936</b>	<b>26,829</b>	<b>39,765</b>

*(Tagraíonn líonta na n-iarratas agus na gceadúnas d'iarratais a fuarthas nó do cheadúnais a eisíodh de réir conraitheora agus earnála. Má rinne conraitheoirí aonair iarratas ar bhreis agus earnáil amháin nó má eisíodh ceadúnas dóibh do bhreis agus earnáil amháin, déantar iad a chomhaireamh breis agus uair amháin. Ní áirítear sonraí faoi cheadúnais atá éagtha.)*

### Cúlghairmeacha agus Cur ar Fionraí

Is gné thábhachtach den cheadúnú monatóireacht a dhéanamh ar shealbhóirí ceadúnais i rith théarma an cheadúnais. Sa chás go mbíonn an tÚdarás feasach gur sháraigh sealbhóir ceadúnais riachtanais cheadúnaithe, féadfaidh siad ceadúnas a chur ar fionraí nó a chúlghairm. In 2012, rinneadh ceadúnais cheathrar daoine aonair a chur ar fionraí mar gheall ar shaincheisteanna lena bhain an choiriúlacht.

### Diúltú

Dhiúltaigh an tÚdarás 47 iarratas aonair in 2012, i gcomparáid le 99 iarratas in 2011 agus 158 in 2010. Amhail 2011, ba í an phríomhchúis a bhí le hiarratas a dhiúltú Alt 22(3)(a)(i) (duine neamhoiriúnach agus neamhchuí chun seirbhís slándála a sholáthar) agus bhí 72% den diúltú mar gheall air seo, ar méadú seo aníos ó 77% in 2011. Bhain an chuid ba mhó de na cásanna seo le ciontuithe coiriúla nó cásanna cúirte a bhí ar feitheamh.

## **Achomhairc**

Rinneadh 19 n-achomharc i leith chinneadh an Údaráis chun diúltú do cheadúnas a dheonú i gcoinne Bhord Achomhairc na Slándála Príobháidí le linn na bliana, mar aon le 4 achomharc i leith cinntí chun ceadúnais a chúlghairm agus 1 chás i leith cinntí chun ceadúnas a chur ar fionraí.

Bhain fuílleach na gcásanna le cinntí chun iarratais a dhiúltú ar cheadúnais. Rinneadh 314 achomharc, ar an iomlán, ó cuireadh tús le ceadúnú agus ag deireadh na bliana, bhí 25 achomharc ar feitheamh cinnidh ag an mBord Achomhairc.

### **Stádas Achomharc Aonair amhail an 31/12/2012**

<b>Achomhairc arna gCur ar Aghaidh</b>	314
<b>Seasadh leis an gCinneadh</b>	120
<b>Cuireadh an Cinneadh ar Ceal</b>	169
<b>Ag Fanacht le Toradh</b>	25

## **Spríoc 2: Comhlíonadh ceanglais cheadúnaithe a chinntiú**

Lean an tÚdarás lena gcumhachtaí uile a úsáid in 2012 chun a bhfeidhm forfheidhmithe a chomhlíonadh, amhail a leagtar amach i Spríoc 2 de Ráiteas Straitéise 2011-2013 an Údaráis. Chomhlíon siad a bhfeidhm trí mhonatóireacht a dhéanamh ar chonraitheoirí ceadúnaithe trí na bearta riachtanacha a ghlacadh, sa chás cuí, i leith iad siúd a sháraíonn na hAchtanna um na Seirbhísí Slándála Príobháidí, 2004 agus 2011. Mar chuid dá bpróiseas forfheidhmithe, d'éirigh leis an Údarás 4 n-ionchúiseamh rathúla a thabhairt a trí phróiseas na gcúirteanna i rith 2012 – dhá cheann san earnáil aláraim ionraidh agus dhá cheann san earnáil doirseora. Bhí ceann de na hionchúisimh faoi Alt 38 de na hAchtanna, ina ndearnadh cliant a ionchúiseamh mar gheall gur úsáid sé seirbhísí ó chonraitheoir neamhcheadúnaithe.

Rinne oibríochtaí forfheidhmithe spríoc de dhaoine aonair, conraitheoirí agus cliant agus is éard a bhí i gceist leis an sárú:

- na conraitheoirí agus na daoine aonair siúd a chuireann seirbhísí neamhcheadúnaithe slándála ar fáil;
- soláthraithe slándála neamhcheadúnaithe a fhostú, lena n-áirítear daoine aonair;
- na daoine siúd atá ceadúnaithe, lena chinntiú go bhfuil na ceadúnaithe ag feidhmiú laistigh de shainchúram a gceadúnais agus iad ag cloí leis na caighdeáin chuí.
- neamhchomhlíonadh na gceanglas um chaitheamh Suaitheantas Aitheantais

D'oibrigh an tÚdarás go dlúth leis an tionscal slándála príobháidí, an Garda Síochána, na Coimisinéirí Ioncaim, Coimirce Shóisialach agus le gníomhaireachtaí eile stáit agus iad ag tabhairt faoina bhfeidhm forfheidhmithe. Ina theannta sin, thug siad faoina measúnú féin inmheánach ar chásanna, saincheisteanna agus earnálacha áirithe. Chuir toradh na measúnuithe siúd go leor d'obair oibríochtúil forfheidhmithe an Údaráis chun cinn i gcaitheamh 2012. Leanann tuairisciú soláthraithe neamhcheadúnaithe slándála mar aon le tuairisciú sárúithe ar choinníollacha ceadúnaithe bheith mar uirlis ríthábhachtach agus éifeachtach chun spríoc a dhéanamh díobh siúd atá ag feidhmiú go mídhleathach san earnáil nó lasmuigh de théarmaí a gceadúnais.

## Faisnéis

Leanann faisnéis ón tionscal ar aghaidh a bheith ina príomhchúnamh leis an Údarás maidir le sprioc a dhéanamh dá gcuid acmhainní. Tá fáil faisnéise mionsonraithe agus sonraithe ríthábhachtach maidir le cabhrú le hobair imscrúdaitheach an Údaráis. As na 391 píosa d'fhaisnéis a fuarthas ar fud an uile earnála, d'eascair cruthú cásanna forfheidhmithe nó cásanna forfheidhmithe a nascadh le cásanna reatha agus iad a imscrúdú, as 262 (67%) díobh. Níl imscrúdú á dhéanamh ar 129 (33%) píosa faisnéise ar roinnt cúiseanna – níor leor an fhaisnéis a fuarthas chun tabhairt faoi imscrúdú nó go léiríonn ár dtaifid go raibh ceadúnas ag an gconraitheoir a bhí faoi chaibidil. Faoi mar a bhí cúrsaí in 2011, chruthaigh an earnáil Aláraim Ionraidh an méid ba mhó tuairiscí faisnéise in 2012 – 167 tuairisc (41%) den líon iomlán tuairiscí a fuarthas. Ina dhiaidh sin bhí an earnáil Doirseora – 99 tuairisc (25%) agus an earnáil Garda Slándála – 71 tuairisc (18%). Léiríonn na 391 tuairisc faisnéise a fuarthas i rith 2012 laghdú 25% ar na 524 tuairisc a fuarthas in 2011. Coimeádadh an treocht, áfach, in 2012 agus 2011 a léiríonn an líon foriomlán tuairiscí a fuarthas, agus leanann an earnáil aláraim ionraidh leis an líon is mó tuairiscí faisnéise a chruthú.

### Tuairiscí Faisnéise 2012 arna bhfáil de réir Earnála agus Stádais

Stádas	Doirseoir	Garda Slándála (Monatóireacht)	Garda Slándála (Statach)	Suiteálai (Aláraim Ionraidh)	CIT	CCTV	Rialú Rochtana	Iomlán
Nasctha le Cás/Á Imscrúdú	60	12	44	119	2	19	8	262
2011 ( )	(100)	(18)	(77)	(156)				(351)
Gan bheith á Imscrúdú*	39	11	27	48		2	2	129
2011 ( )	(54)	(11)	(47)	(61)				(173)
Iomlán	99	23	71	167	2	21	10	391
	(154)	(29)	(124)	(217)	2	21	10	(524)

\* Ciallaíonn 'Gan bheith á Imscrúdú' nár dhóthain an fhaisnéis a fuarthas nó go raibh an ceadúnas ag an gconraitheoir/duine aonair agus gurbh é sin bunús na faisnéise a soláthraíodh.



## Bainistíocht Cás

Rinneadh bainistiú ar 930 cás forfheidhmithe ar an iomlán i rith 2012, agus déileáladh le 804 (86%) de na cásanna le linn na tréimhse seo. Ag deireadh 2012, b'ann do 140 cás (13%) a bhí fós ar bun, agus tá seo mórán mar an gcéanna le staid dheireadh na bliana nuair a bhí nach mór 18% bainteach le forfheidhmiú in 2011.

Déantar athbhreithniú gníomhach ar an uile chás beo forfheidhmithe a bhíonn ar oscailt ar feadh breis agus trí mhí. Leagtar amach sa chairt a leanas an suíomh i ndáil le gluaiseachtaí an uile bheocháis amhail an 31 Nollaig 2012:

	2010	2011	2012
<b>Cásanna arna bPróiseáil</b>	1968	1565	930
<b>Cásanna a tugadh chun Críche</b>	1959	1560	804
<b>Cásanna Beo</b>	9	5	126

(Líon iomlán na gcásanna beo amhail an 31 Nollaig 2012 = 140)

Déanann Iniúcháirí an PSA, ar bhonn leanúnach, athbhreithniú ar chásanna forfheidhmithe, lena chinntiú go bpróiseáiltear, go n-imscrúdaítear, go mbainistítear agus go dtugtar iad chun conclúid mhear. Ag deireadh 2012, b'ann do 140 cás beo ar láimh, as a raibh 43 (31%) ar bun ar feadh breis agus 3 mhí agus 14 (10%) breis agus 12 mhí. Tá sé mar bheartas den PSA gan cás a dhúnadh nó go bhfuil siad sásta go ndeachthas i mbun gach beart réasúnta chun na saincheistanna a imscrúdú agus a réiteach go hiomlán.

B'ann do 3 chás forfheidhmithe os comhair an Bhoird Achomhairc in 2012 as a ndearnadh breithiúnas a thabhairt ar dhá cheann díobh, agus seasadh le cinneadh an PSA. Maidir leis an tríú cás, níl breithiúnas tugtha ag an mBord Achomhairc ar an achomharc seo go fóill. Leagtar amach sa tábla a leanas miondealú ar na beochásanna a bhí ar láimh amhail an 31 Nollaig 2012:

## Beochásanna Forfheidhmithe de réir Earnála amhail an 31 Nollaig 2012

<b>Earnáil</b>	<b>Fostaí</b>	<b>Cliant</b>	<b>Conraitheoir</b>
<b>Doirseoir</b>	18	24	8
<b>Garda Slándála (Monatóireacht)</b>	0	0	4
<b>Garda Slándála (Statach)</b>	3	2	37
<b>Suiteálaí (Aláráim Ionraidh)</b>	0	15	16
<b>Airgead faoi Bhealach</b>	0	0	1
<b>CCTV</b>	0	0	10
<b>Rialú Rochtana</b>	0	0	2
<b>Iomlán</b>	<b>21</b>	<b>41</b>	<b>78</b>

### Comhlíonadh Conraitheora – Monatóireacht an PSA

Lean an fheidhm forfheidhmithe i dtaca le monatóireacht a dhéanamh ar chonraitheoirí ceadúnaithe a bheith ina díriú tábhachtach i rith 2012. Tugadh faoi imscrúduithe ar 91 ceadúnaí ina raibh 68 Iniúchadh ar Dhearbhú Cáilíochta agus 10 nIniúchadh Imscrúdaitheacha d'fhonn a chinntiú go conraitheoirí ag oibriú laistigh de shainchúram an cheadúnais ar deonaíodh dóibh agus gur chomhlíon siad go hiomlán coinníollacha an chaighdeáin agus ceanglais eile a leagadh amach don cheadúnas sin. Sa mhullach air sin, tugadh faoi 13 imscrúdú réamhcheadúnaithe ar chonraitheoirí. Amhail a luadh níos luaithe, fuair an PSA 391 tuairisc faisnéise ar an iomlán, ónar eascair 262 imscrúdú breise. Níorbh fhéidir na 129 tuairisc faisnéise eile a phróiseáil mar gheall nárbh leor an fhaisnéis chun tabhairt faoi imscrúdú.

Cé gur deimhníodh go raibh líon ceadúnaithe comhlíontach, eisíodh iomardaithe, foláirimh, rabhaidh agus comhairle i leith ceadúnaithe sa chás gur thángthas ar neamhchloí. Ceanglaíonn an próiseas seo go rachfar i mbun beart ceartaithe. Cinntíonn athleanúint ag iniúcháirí an PSA go bhfuil gach conraitheoir ag oibriú i leith na dtéarmaí céanna agus go bhfuil an cliant agus an pobal faoi chosaint sa mhéid go bhfuil an tseirbhís á seachadadh go haonfhoirmeach i leith na gcaighdeán a leagann an PSA síos.

Bhain na príomhshaincheisteanna neamhchomhlíonta le comhlíonadh cánach, sciathadh foirne, oiliúint foirne ar an suíomh, taifid um shealbhú eochracha, teoracha sannta agus sláinte agus sábháilteacht. Tugadh faoi anailís bhreise ar gach 91 iniúchadh ceadúnaithe

go raibh 55 díobh (60%) i gcatagóir chonraitheora bhig ina raibh níos lú ná 50 fostaí. Bhí ag 8 gconraitheoir (14.5%) sa chatagóir seo, saincheist mhór neamhchomhlíonta, i.e. saincheist a chuirfeadh bac ar an gconraitheoir ó Theastas IS999 a fháil agus bheith ceadúnaithe. Léiríonn an ráta seo, áfach, laghdú suntasach ar an ráta 20% a cuireadh i dtaifead in 2011, mar aon le laghdú mór ar an ráta 37% ar aimsíodh go raibh saincheist mhór neamhchomhlíonta ar bun acu sa chatagóir chéanna in 2010.

Tar éis breis anailíse a dhéanamh ar an gcatagóir seo (conraitheoirí a bhfuil níos lú ná 50 fostaí acu) ag a raibh saincheist amháin mhór neamhchomhlíonta (iomardú/foláireamh), tá 62.5% de na conraitheoirí san earnáil gharda slándála stataigh agus tá 25% díobh san earnáil DSP amháin, a bhfuil saincheist amháin mhór neamhchomhlíonta a bhféadfaí údar a thabhairt leis ag an gcomhréir mhór de dhaoine aonair a oibríonn san earnáil DSP a oibríonn ar bhonn intí, agus ar an ábhar sin, ní bhíonn an t-aistriú céanna conraitheoirí i gceist.

Maidir leis na himscrúduithe réamhcheadúnaithe faoinar tugadh ar 13 chonraitheoir, deimhníodh go raibh ceathrar díobh comhlíontach leis na riachtanais cheadúnaithe, bhí neamhchloí ann i measc cúigear díobh a rinneadh a réiteach agus tugadh ceadúnas dóibh ina dhiaidh sin. Tá dhá chás sa bhreis ar feithimh freagra agus rinneadh iarratas amháin a aistarraingt agus iarratas amháin a chuileáil mar gheall ar dheacrachtaí airgeadais.

Ligfidh torthaí imscrúduithe ar bhreis agus 200 conraitheoir le dhá bhliain anuas don PSA toradh na n-imscrúduithe a úsáid chun aistriú go dtí oibríochtaí níos riosca-bhunaithe in 2013. Tá an PSA ag gluaiseacht i dtreo níos mó próifíliú riosca a dhéanamh ar chonraitheoirí chun sprioc a dhéanamh dá n-acmhainní ar bhealach éifeachtach. Úsáidfidh an PSA faisnéis a fhaightear ó fhoinsí iomadúla chun cabhrú le próifíliú, lena n-áirítear faisnéis óna n-imscrúduithe féin, faisnéis ó na Coimisinéirí Ioncaim, faisnéis atá á cur ar aghaidh ag na Comhlachtaí Deimhnithe agus faisnéis ó fhoinsí eile.

### **Smachtbhannaí foirmiúla i leith Ceadúnaithe Conraitheora**

Le linn 2012, mar thoradh ar na himscrúduithe faoinar tugadh ar chonraitheoirí ceadúnaithe agus ar obair forfheidhmithe eile, chuir an tÚdarás tús leis na gníomhartha a leanas faoi Alt 26 i leith ceadúnaithe conraitheora:

## Smachtbhannaí foirmiúla i leith Ceadúnaithe Conraitheora

Cur ar Fionraí	0
Diúltú	3
Ceadúnas arna Eisiúint le hIomardú	1
Iomardú	3
Foláireamh	10
Rabhadh	10
Comhairle	29
Iomlán	56

(Féadfaidh na figiúirí seo athrú uathu siúd atá liostáilte sa Tuarascáil ar Chásanna Conraitheoirí a Dúnadh, mar gheall go raibh roinnt de na cásanna thuas fós ar bun. Ina theannta sin, ba cheart a thabhairt faoi deara gur cuireadh tús le roinnt de na cásanna Conraitheoirí a Dúnadh roimh 2012.)

### **Cásanna Conraitheora arna gcur i gcrích de réir earnála agus an chúis leis an gcur i gcrích**

Le linn 2012, chuir an PSA i gcrích imscrúduithe ar 320 cás ar an iomlán, as ar eascair gníomhartha ar chuir an tÚdarás tús leo, lena n-áirítear 58 cás conraitheoirí inar réitíodh saincheisteanna iariniúchta agus inar gaireadh Alt 26, ina raibh comhairle, rabhaidh agus foláirimh a eisiúint i gceist. Ba é an figiúr inchomparáide le haghaidh 2011 55 cás inar gaireadh Alt 26. Tar éis gníomhaíocht forfheidhmithe, rinneadh dhá cheadúnas a dhiúltú agus baineadh trí ionchúiseamh rathúla amach ar chonraitheoirí. Maidir le 25 tuairisc faisnéise, ní raibh an PSA in ann fiosrú a dhéanamh ar na gearáin seo mar gheall nárbh leor an fhaisnéis a cuireadh ar fáil chun leanúint ar aghaidh leis an imscrúdú. Leanfaidh an PSA leis na gníomhartha sin a eisiúint in 2013 sa chás cuí.

**Cásanna Conraitheora arna gcur i gcrích i rith 2012, de réir earnála agus an chúis leis an gcur i gcrích<sup>6</sup>**

<b>An Chúis leis an gCur i gCrích</b>	<b>DSP</b>	<b>SGM</b>	<b>SGS</b>	<b>AI</b>	<b>CIT</b>	<b>CCTV</b>	<b>Iomlán</b>
Saincheisteanna Iarimscrúdaithe/Iarfhiosrúcháin arna gCur i gCrích	9	4	25	20			58
Saincheisteanna Iarimscrúdaithe arna Réiteach: Iomardú arna Eisiúint	1		2				3
Saincheisteanna Iarimscrúdaithe arna Réiteach: Foláireamh arna Eisiúint	4		4		1		9
Saincheisteanna Iarimscrúdaithe arna Réiteach: Rabhadh arna Eisiúint	4	4	7				15
Saincheisteanna Iarimscrúdaithe arna Réiteach: Comhairle arna hEisiúint	5	3	24				32
Gearán i ndiaidh Imscrúdú ar Thaifid	2		9				11
Ceadúnas arna Chealú	1						1
Diúltaíodh Iarratas ar Cheadúnas – Fógra Alt 39 arna Eisiúint			1				1
Iarratas ar Cheadúnas arna Aistarraingt – Fógra Alt 37 arna Eisiúint	1						1
Ceadúnas arna Dhiúltú tar éis Gníomhaíocht Forfheidhmithe	1			1			2
Ceadúnas arna Mholadh tar éis Gníomhaíocht Forfheidhmithe	3	1	2	5			11
Ionchúiseamh Bainte Amach	1			2			3
Níltear ag Oibriú/Trádáil a Thuilleadh	8	1	19	44		1	73
Ceadúnaithe	12		16	25			53
Cumhdaithe ag Ordú Díolúine/Alt 52/Alt 23				5			5
Gníomhaíocht Neamh-Incheadúnaithe			3	9			12*
Níor leanadh ar aghaidh leis an nGearán faoi Alt 39	3		3				6
Faisnéis Neamhdhóthanach chun Imscrúdú breise a réasúnú	1	1	4	19			25
<b>Iomlán</b>							<b>320</b>

\*Baineann an figiúr le hearnálacha a bhí neamh-incheadúnaithe ag tráth an imscrúdaithe

### **Cásanna Conraitheoir Doirseora**

D'éirigh leis an PSA conraitheoir amháin neamhcheadúnaithe san earnáil a ionchúiseamh i rith 2012. Tá 50 beochás ar bun san earnáil seo, agus baineann 18 díobh le daoine aonair, baineann 24 díobh le cliaint agus baineann 8 díobh le conraitheoirí. As na cásanna a dúnadh le linn 2012 san earnáil, chuir deichniúr cliant deireadh leis an gconradh de chonraitheoirí neamhcheadúnaithe agus níl 8 gconraitheoir i mbun feidhme a thuilleadh. In 9 gcás, réitíodh saincheisteanna iariniúchta/iarimscrúdaithe. B'ionann na figiúirí comparáideacha in 2011: Rinne 6 chliant conarthaí a chur chun deiridh, níl 11 i mbun

<sup>6</sup> DSP = Door Supervisor Licensed Premises, SGM = Security Guard Monitoring Centre, SGS = Security Guard Static, IA = Intruder Alarms, CIT = Cash-In-Transit, CCTV = Closed Circuit Television

oibriú a thuilleadh agus bhí 20 cás ann inar réitíodh saincheistean na iariniúchta/iarimscrúdaithe.

Is sampla an méid a leanas den saghas cásanna ar a dtagann an tÚdarás san earnáil seo i rith na bliana:

### **Ionchúiseamh úinéir áitribh cheadúnaithe mar gheall ar fhostaithe neamhcheadúnaithe a fhostú**

- Tar éis iniúchadh a dhéanamh ar áitreabh cheadúnaithe, deimhníodh go raibh beirt doirseoirí neamhcheadúnaithe ag oibriú san áitreabh.
- An uair roimhe seo, deimhníodh go raibh foirne dorais neamhcheadúnaithe á bhfostú ag úinéir an áitribh agus chuir iniúcháir an PSA ar an eolas é faoi riachtanais cheadúnaithe.
- Faoi Alt 38 de na hAchtanna, thug an PSA faoi ionchúiseamh rathúil i leith úinéir an áitribh agus rinne an Chúirt a ordú dó fíneáil a íoc agus rinneadh a gcostais a dhámhachtain ar an PSA.

### **Deimhniú um scor oibríthe conraitheoir doirseoir (áitreabh cheadúnaithe) agus garda slándála (statach) ar diúltaíodh a iarratas ar athnuachan cheadúnais.**

- Rinneadh iniúchadh ar an gconraitheoir cheadúnaithe roimh éag an cheadúnais.
- Theip ar an gconraitheoir an t-iniúchadh a chomhlíonadh mar gheall gur theip air Deimhniú Imréitigh Cánach agus caighdeán IS999 bailí a sholáthar.
- Mhaígh an conraitheoir cheadúnaithe go raibh sé in ann na saincheistean seo a réiteach agus luaigh sé go raibh idirghabháil ar bun faoi láthair ag an gcuideachta faoi chaibidil leis na Coimisinéirí Ioncaim chun dliteanas amuigh a réiteach agus go n-eiseofaí Deimhniú Imréitigh Cánach dá thoradh sin, ar a uain.
- D'iarr an tÚdarás ar dheimhniú na faisnéise seo ó na Coimisinéirí Ioncaim tríd an Meabhrán Tuisceana leis na Coimisinéirí Ioncaim.
- Tháinig an fhaisnéis a sholáthair na Coimisinéirí Ioncaim salach ar mhaíomh an chonraitheora cheadúnaithe, agus mar gheall air sin, diúltaíodh iarratas an chonraitheora ar athnuachan an cheadúnais.
- Rinneadh sprioc de bhonn cliant an chonraitheora atá anois neamhcheadúnaithe, a sainaitníodh le linn an iniúchta faoinar tugadh lena chinntiú go raibh soláthraí

reatha an doirseora (áitreabh ceadúnaithe) agus gharda slándála (statach) ceadúnaithe ag an Údarás.

- Deimhníodh gur cuireadh deireadh le teagmháil a dhéanamh leis an gconraitheoir ceadúnaithe.

### **Foláireamh i leith an Chonraitheora mar gheall ar neamhchomhlíonadh na riachtanas ceadúnaithe**

- Conraitheoir a oibriú i mbreis agus earnáil slándála amháin agus easpa airde ar riachtanais iomlána cheadúnaithe na hearnála DSP.
- Sainithníodh sa mhonatóireacht rialta a dhéantar, foireann neamhcheadúnaithe, foireann neamhcheadúnaithe ghardaí statacha ag oibriú ag doirse agus foireann á fostú ag fostaithe an chonraitheora gan chead a fháil ón gconraitheoir nó gan an conraitheoir a bheith ar an eolas.
- Easpa shoiléir maoirseachta ag an gconraitheoir ar na hoibríochtaí a sainithníodh.
- Gníomhartha glactha i leith an Chonraitheora faoi Alt 26 de na hAchtanna.
- Bhí an conraitheoir go hiomlán comhoibritheach leis na himscrúduithe agus rinneadh saincheistanna neamhchomhlíonta a réiteach.
- Deimhníodh comhlíonadh feabhsaithe le linn athchuirteanna a thabhairt ar áitreabh cheadúnaithe.

### **Cásanna um Chonraitheoir Gardáil Slándála**

Tá 42 beochás ar bun faoi láthair agus baineann 37 díobh seo le conraitheoirí agus 2 cheann le cliant agus 3 cinn le daoine aonair. As na cásanna a dúnadh san earnáil seo, chuir 26 cliant deireadh leis an gconradh de chonraitheoirí neamhcheadúnaithe agus níl 19 gconraitheoir i mbun feidhme a thuilleadh. I 25 cás, réitíodh saincheistanna iariniúchta/iarimscrúdaithe. B'ionann na figiúirí comparáideacha in 2011: Rinne 6 chliant conarthaí a chur chun deiridh, níl 26 i mbun oibriú a thuilleadh agus rinneadh 70 saincheist iariniúchta a réiteach. Mar thoradh air sin, caitheadh níos mó ama lena chinntiú gur réitíodh saincheistanna go hiomlán.

Is sampla an méid a leanas den saghas cásanna ar a dtagann an tÚdarás san earnáil seo i rith na bliana:

## **Cuireann Cliant Seirbhísí Conraitheoir Neamhceadúnaithe Garda Slándála (Statach) chun deiridh**

- Tar éis iniúchadh a dhéanamh ar Chonraitheoir, sainaithníodh go raibh cliant mar chliant de chuid conraitheora nach raibh ceadúnaithe ag an tráth sin.
- Rinneadh iarratas ar athnuachan cheadúnas an chonraitheoir a dhiúltú i Nollaig 2011.
- Ag leanúint ón diúltú ceadúnais, chuathas i dteagmháil leis an gcliant a sainaithníodh agus iarradh air aitheantas agus uimhir cheadúnais a sholáthraí reatha garda slándála (statach).
- Deimhníodh stádas ceadúnais an chonraitheora reatha a dheimhnigh gur chuir an cliant deireadh le seirbhísí an chonraitheora neamhceadúnaithe.

## **Eisíodh foláireamh d'fhostaí garda slándála (statach)**

- I ndiaidh iniúchadh a dhéanamh ar áitreabh miondíola, ní raibh suaitheantas aitheantais á chaitheamh ag an duine aonair ceadúnaithe, faoi mar a cheanglaítear de bhun Alt 30 de na hAchtanna um na Seirbhísí Slándála Príobháidí, 2004 agus 2011.
- Eisíodh Fógra Foláirimh don duine aonair de bhun Alt 26 de na hAchtanna um na Seirbhísí Slándála Príobháidí, 2004 agus 2011.
- Chuathas i dteagmháil le fostóir an duine ceadúnaithe agus cuireadh ar an eolas é ar shárú Alt 30 de na hAchtanna.
- Gheall fostóir an duine aonair ceadúnaithe go ndéanfaidh sé monatóireacht ar an bhfostaí seo lena chinntiú go gcaitheann an fostaí suaitheantas aitheantais ag gach tráth fad a bhíonn sé ar dualgas.
- Athchuir le tabhairt ar an áitreabh miondíola lena chinntiú gur baineadh amach comhlíonadh iomlán Alt 30 de na hAchtanna.

## **Garda slándála neamhceadúnaithe (statach) curtha ar fionraí ag feitheamh athnuachan céadúnas éagtha**

- Sainaithníodh le linn iniúchta ar áitreabh miondíola go raibh seirbhís gharda slándála (statach) á soláthar ag duine aonair neamhceadúnaithe ar bhonn intí.
- Bhíodh ceadúnas ag an duine aonair neamhceadúnaithe ach bhí an ceadúnas éagtha.



- Eisíodh fógra forfheidhmithe don duine aonair neamhceadúnaithe de bhun Alt 37 de na hAchtanna um na Seirbhísí Slándála Príobháidí, 2004 agus 2011.
- Eisíodh fógra forfheidhmithe d'fhostóir an duine aonair neamhceadúnaithe de bhun Alt 38 de na hAchtanna um na Seirbhísí Slándála Príobháidí, 2004 agus 2011.
- Dheimhnigh an fostóir gur cuireadh fostaíocht an duine aonair neamhceadúnaithe.
- Rinne an duine aonair iarratas ina dhiaidh sin ar athnuachan a gceadúnais gharda slándála (statach) agus rinneadh an ceadúnas seo a shiardhátú go dtí an dáta éagtha. Níor bhain an duine aonair a bhí i gceist aon tairbhe gan a gceadúnas a athnuachan go tráthúil.

### **Achainí chun stádas fostaíochta duine aonair a dheimhniú ar diúltaíodh a n-iarratas ar cheadúnas**

- Achainí ó Rannóg Ceadúnaithe Daoine Aonair an Údaráis chun tabhairt faoi iniúchadh maidir le hiarratas ar cheadúnas duine aonair a dhiúltú.
- Sholáthair an t-iarratasóir sonraí faoina bhfostóir deiridh is eol bheith acu, conraitheoir ceadúnaithe.
- Tar éis iniúchadh a dhéanamh ar an bhfostóir a sainaitníodh, deimhníodh nach raibh an duine aonair a bhí i gceist fostaithe ag an bhfostóir i bpost incheadúnaithe.

### **Cásanna Aláram Ionraidh**

B'uirlis thábhachtach faisnéis maidir leis an dá imscrúdú a chur chun cinn ar an mbeirt oibreoirí neamhceadúnaithe agus ar a gcliaint agus rinneadh sprioc d'aon chonraitheoirí nach ndearna a gceadúnas a athnuachan i rith na bliana. Baineadh dhá ionchúiseamh rathúla amach san earnáil seo.

San earnáil Suiteáilaithe Aláram, tá 31 beochás ar bun faoi láthair agus baineann 16 díobh seo le conraitheoir agus 15 le cliaint. Léiríonn figiúirí a bhaineann le cásanna ar déileáladh leo san earnáil Suiteáilaithe Aláram nach raibh an conraitheoir i mbun feidhme a thuilleadh i 44 de na cásanna, agus go raibh ceadúnas ag an gconraitheoir i 25 de na cásanna. I 19 gcás, bhí an fhaisnéis neamhdhóthanach chun Imscrúdú breise a réasúnú. Léiríonn na figiúirí comparáideacha seo le haghaidh 2011 nach raibh 82 conraitheoir i mbun feidhme a thuilleadh, go raibh ceadúnas ag an gconraitheoir i 28 cás agus nach raibh dóthain faisnéise ann chun leanúint le himscrúdú i measc 26 cás.

Is sampla an méid a leanas den saghas cásanna ar a dtagann an tÚdarás san earnáil seo i rith na bliana:

#### **Ionchúiseamh suiteálaí neamhceadúnaithe aláirim ionraidh**

- I ndiaidh imscrúdú ar shuiteáil aláirim ionraidh, deimhníodh gur suiteálaí neamhceadúnaithe an suiteálaí a mbíodh ceadúnas acu roimhe seo.
- Ba é seo an dara huair a deimhníodh go raibh an suiteálaí i mbun suiteála mar chonraitheoir neamhceadúnaithe.
- An dá uair, thug an PSA faoi ionchúiseamh rathúil.
- Gearradh fíneáil ar an gconraitheoir neamhceadúnaithe agus rinneadh a gcostais a dhámhachtain ar an PSA.

#### **Ceadúnas conraitheora suiteálaí trealamh slándála (suiteáil agus cothabháil aláirim ionraidh) arna mholadh tar éis gníomhaíocht forfheidhmithe**

- I ndiaidh faisnéis a fháil a bhain le conraitheoir suiteálaí neamhceadúnaithe trealamh slándála (suiteáil agus cothabháil aláirim ionraidh), a thug le fios go raibh seirbhísí suiteálaí trealamh slándála (suiteáil agus cothabháil aláirim ionraidh) á bhfógairt ag an gconraitheoir gan cheadúnas a sháraigh Alt 37 de na hAchtanna um na Seirbhísí Slándála Príobháidí 2004 agus 2011.
- Eisíodh fógra forfheidhmithe don chonraitheoir neamhceadúnaithe de bhun Alt 37 de na hAchtanna um na Seirbhísí Slándála Príobháidí, 2004 agus 2011.
- Bhain croíghnó an chonraitheora le hobair CCTV. De bhua ghníomhaíocht an PSA, d'fhreagair an conraitheoir trí iarratas a dhéanamh ar cheadúnas conraitheora suiteálaí trealamh slándála (suiteáil agus cothabháil aláirim ionraidh).

#### **Client Suiteálaí Aláram agus córas cothabhála**

- Fuarthas faisnéis a thug le fios gur shuiteáil agus go ndéanann suiteálaí neamhceadúnaithe obair chothabhála ar chóras aláirim ar fhoirgneamh poiblí.
- Luaigh an Client gur shuiteáil conraitheoir ceadúnaithe an t-aláram ach gur thug conraitheoir neamhceadúnaithe faoin gcothabháil.
- Chuir an client deireadh le fostaíocht an chonraitheora neamhceadúnaithe cothabhála.
- I ndiaidh imscrúduithe ag an PSA, stop an conraitheoir neamhceadúnaithe cothabhála ag feidhmiú.

## **Monatóireacht Aláraim**

Is ann do bheochás ar bith faoi láthair san earnáil Gharda Slándála (ionad monatóireachta). I rith 2012, tugadh faoi iniúchadh amháin ar ionad monatóireachta aláraim as ar eascair fógra comhairle a eisiúint.

Is sampla an méid a leanas den saghas cásanna ar a dtagann an tÚdarás san earnáil seo i rith na bliana:

### **Iniúchadh ar chonraitheoir ceadúnaithe garda slándála (ionad monatóireachta)**

- Tugadh faoi iniúchadh ar chonraitheoir ceadúnaithe garda slándála (ionad monatóireachta).
- Neamhchomhlíonadh maidir le caighdeán tionscail SR41 arna shainaitint.
- Eisíodh fógra comhairle don chonraitheoir de bhun Alt 26 de na hAchtanna um na Seirbhísí Slándála Príobháidí, 2004 agus 2011.

## **Airgead faoi Bhealach**

Thug an fhoireann imscrúdaithe, le cúnadh ó chomhairleoirí, faoi imscrúduithe ar na conraitheoirí ceadúnaithe lena chinntiú go raibh na caighdeáin á mbaint amach acu atá mar bhonn agus taca le ceadúnú. Pléadh aon saincheistanna a tháinig chun solais leis na cuideachtaí aonair.

## **Comhlíonadh Aonair**

Le linn 2012, rinne Imscrúdaitheoirí an PSA sprioc de cheadúnú agus de chomhlíonadh aonair agus é ina cheanglas suaitheantais aitheantais a chaitheamh trí thabhairt faoi imscrúduithe ar áitreabh agus ionaid cheadúnaithe, áit a dtugtar faoi dhoirseoireacht agus gardáil slándála. Ar uairibh, bhí baill den Gharda Síochána agus oifigigh na gCoimisinéirí Ioncaim ina dteannta. Tugadh faoi imscrúduithe ar 113 áitreabh (76 DSP agus 37 GS) istoíche, i gcaitheamh an lae agus le linn an deireadh seachtaine ar 927 áitreabh timpeall na tíre. Ar an iomlán, bhí foireann slándála fostaithe ag 671 ionad, as ar fhostaigh 303 ionad conraitheoirí slándála. Léirigh ceadúnú iomlán daoine aonair don dá earnáil ráta comhlíonta 97%, a léiríonn feabhsú comhsheasmhach ar an ráta comhlíonta daoine aonair 95.5% in 2011.

Deimhníodh gurbh ionann agus nach mór 99% agus comhlíonadh i measc daoine aonair maidir le bheith ceadúnaithe agus an ceanglas chun an ceadúnas a iompar san earnáil GS,

ar méadú deas é seo aníos ó ráta comhlíonta 98% 2011. San earnáil DSP, deimhníodh go raibh an ráta nach mór 95%, a léirigh méadú beag ón bhfigiúr 94.5% le haghaidh 2011.

Déanann Cigireacht an PSA an ceanglas chun suaitheantas aitheantais a chaitheamh a fhorfheidhmiú go dian. Le linn 2012, deimhníodh gurbh ionann an ráta comhlíonta maidir le suaitheantas aitheantais a chaitheamh san earnáil gardáil slándála agus 96%, ar méadú 3% é seo ar ráta comhlíonta 93% 2011 mar aon le méadú 7% ar an ráta comhlíonta a cuireadh i gcuntas in 2010. San earnáil doirseora, deimhníodh gurbh ionann ráta comhlíonta an tSuaitheantais Aitheantais agus nach mór 91%, a bhí ina mhéadú breise ar an ráta comhlíonta 89% in 2011.

**Miondealú de réir na hEarnála maidir le comhlíonadh A.37** (an ceanglas chun ceadúnas a bheith agat), **A.29** (an ceanglas chun ceadúnas a iompar), **A.30** (an ceanglas chun Suaitheantas Aitheantais a bheith á thaispeáint).

#### Gardáil Slándála

Bliain	Ionaid le Slándáil	A.37 % Ceadúnaithe	A.29 % a Iompraíonn S.A.	A.30 % a Chaitheann S.A.
2012	201	98.17	98.97	96.18
2011	257	97.6	98	93

#### Slándáil Dorais

Bliain	Ionaid le Slándáil	A.37 % Ceadúnaithe	A.29 % a Iompraíonn S.A.	A.30 % a Chaitheann S.A.
2012	470	95.65	93.97	90.49
2011	524	94.8	94.5	88.7

#### Smachtbhannaí foirmiúla a eisíodh i leith Daoine Aonair

B'ionann an líon iomlán d'fhógraí Alt 26 a eisíodh do cheadúnaithe aonair i rith 2012 agus 221 (tá cuid díobh ina mbeochásanna go fóill). Is ionann seo agus laghdú ar fhigiúr 256 2011 agus léiríonn sé laghdú breise ar fhigiúr 305 2010, a thugann feabhsú leanúnach le tuiscint go mór ar na rátaí foriomlána comhlíonta sna hearnálacha slándála príobháidí.

Le linn 2012, chuir an PSA tús leis na smachtbhannaí foirmiúla faoi Alt 26 den Acht i leith daoine aonair ceadúnaithe:

### Smachtbhannaí foirmiúla a eisíodh i leith Daoine Aonair

Gníomhaíocht faoi A.26	GS	DSP	Iomlán
Iomardú	11	18	29
Foláireamh	14	148	162
Rabhadh	6	15	21
Comhairle	1	8	9
<b>Iomlán</b>	<b>32</b>	<b>189</b>	<b>221</b>

Cásanna Daoine Aonair arna gcur i gcrích in 2012 de réir earnála agus an chúis leis an gcur i gcrích

Leagtar amach sa chairt a leanas na cásanna i leith daoine aonair a cuireadh i gcrích in 2012. Bhain an chuid ba mhó díobh le gníomhartha foirmiúla a ndeachas ina mbun mar thoradh ar neamhchomhlíonadh caitheamh suaitheantas aitheantais nó saincheistanna eile a aimsíodh le linn iniúchtaí.

An Chúis leis an gCur i gCrích	DSP	GS	Iomlán
Saincheistanna Iarimscrúdaithe/Iarfhiosrúcháin arna gCur i gCrích	9	5	14
Níl sé/sí Fostaithe a Thuilleadh	23	6	29
Ceadúnaithe	18	1	19
Ceadúnas arna Chúlghairm	0	1	1
Ceadúnas arna Chur ar Fionraí tar éis Gníomhaíocht Forfheidhmithe	2	0	2
Ceadúnas arna Mholadh tar éis Gníomhaíocht Forfheidhmithe	3	1	4
Faisnéis Neamhdhóthanach chun Imscrúdú breise a réasúnú	9	2	11
Gníomhaíocht Neamh-Incheadúnaithe	1	2	3
Comhairle arna hEisiúint	8	1	9
Rabhadh arna Eisiúint	15	6	21
Foláireamh arna Eisiúint	148	14	162
Iomardú arna Eisiúint	18	11	29
Fógra Foirmiúil arna Eisiúint don Iarratasóir	2	0	2
Níor leanadh ar aghaidh leis an nGearán faoi Alt 39	3	0	3
<b>Iomlán</b>	<b>259</b>	<b>50</b>	<b>309</b>

(Áirítear leis an bhfigiúr earnálacha eile nach raibh incheadúnaithe tráth an imscrúdaithe.)

## Gníomhaíocht i leith Cliant

Is gné an-tábhachtach den obair forfheidhmithe sprioc a dhéanamh de chliant. Bhí an chumhacht chun cliant de chuid soláthróir neamhceadúnaithe seirbhís slándála a ionchúiseamh mar cheann de na huirlisí ab éifeachtaí chun comhlíonadh ceanglais cheadúnaithe a chinntiú. I rith 2012, rinneadh úinéir óstáin a ionchúiseamh mar gheall ar bheirt daoine aonair neamhceadúnaithe a fhostú, tar éis foláireamh a fhail ag iniúchóirí an PSA roimhe seo agus tar éis gur cuireadh ar an eolas é ar na riachtanais chun daoine aonair ceadúnaithe a fhostú mar dhoirseoirí.

B'ann do líon suntasach cásanna ónar theastaigh obair mhionsonraithe imscrúdaithe ar na conraitheoirí agus a gcliain. I líon cásanna, rinneadh gach cliant a rianú lena chinntiú gur chuir an cliant an Conradh i gcrích agus gur aistríodh an Conradh chuig conraitheoir ceadúnaithe nó i roinnt cásanna, d'aistrigh an cliant an fhoireann slándála ina foireann intí. Ní féidir imscrúdú breise a dhéanamh ar nach mór 45% den fhaisnéis a fuarthas in 2012 maidir le cliant mar gheall nárbh leor an fhaisnéis a fuarthas. Tá an ráta seo ar aon dul, den chuid is mó, le ráta 2011 maidir leis an bhfaisnéis a fuarthas nach féidir breis gníomhartha a dhéanamh ina taobh. Déanfaidh an PSA athbhreithniú ar an bpróiseas faoina bhfaightear na tuairiscí sin agus déanfaidh siad bhreithniú ar na bearta riachtanacha, más ann dóibh, is féidir a ghlacadh chun feabhas a chur ar cháilíocht na faisnéise a soláthraíodh.

### Cásanna Cliant arna gcur i gcrích i rith 2012, de réir earnála agus an chúis leis an gcur i gcrích

An Chúis leis an gCur i gCrích	DSP	GS	AI	CCTV	Iomlán
Saincheisteanna Iarimscrúdaithe/ Iarfhiosrúcháin arna gCur i gCrích	13	2	12		27
Bhí an Conraitheoir a úsáideadh Cuimsithe ag Ordú Díolúine			3		3
Níltear ag Oibriú a Thuilleadh	1	1			2
Ionchúiseamh Bainte Amach	1				1
Faisnéis Neamhdhóthanach chun Imscrúdú breise a réasúnú	6	6	54	1	67
Gníomhaíocht Neamh-Incheadúnaithe	2	3	45		50
<b>Iomlán</b>	<b>23</b>	<b>12</b>	<b>114</b>	<b>1</b>	<b>150</b>

(Áirítear leis an bhfigiúr earnálacha eile nach raibh incheadúnaithe tráth an imscrúdaithe.)

### **Gearáin fhoirmiúla i leith ceadúnaithe (A.39 de na hAchtanna)**

Fuair an PSA 26 gearán foirmiúil i leith ceadúnaithe, bhí 13 díobh i leith daoine aonair. Déileáladh leis an uile chás faoi Alt 39 de na hAchtanna um na Seirbhísí Slándála Príobháidí, 2004 agus 2011 agus i gcomhréir leis na Rialacháin Slándála Príobháidí (Nósanna Imeachta Gearáin), 2006. B'ionann líon na gcásanna a cuireadh i gcrích agus 23 agus áirítear i measc na dtorthaí: 3 chás nár glacadh aon ghníomhaíocht i leith na gceadúnaithe; 3 chás níor sáraíodh an reachtaíocht agus 15 chás nár leanadh ar aghaidh leo agus imscrúdú iomlán a dhéanamh, mar gheall nár mhian leis na gearánaithe leanúint ar aghaidh níos mó leis an ngearán. I dtuairim an PSA, áfach, tabharfar faoi aon chás a mheasann siad a dteastaíonn níos mó imscrúdú uaidh. In 2 chás, bhí an fhaisnéis neamhdhóthanach ann chun leanúint ar aghaidh leis an imscrúdú. Faoi láthair, tá 3 bheochás ann a bhfuiltear ag tabhairt airde orthu.

### **Ionchúisimh**

Achoimre atá sa mhéid a leanas ar chásanna ionchúisimh a cuireadh faoi bhráid aturnaetha agus ar éisteach leo sa Chúirt in 2012:

#### **Achoimre ar Chásanna Ionchúisimh**

<b>Cásanna lena n-ionchúiseamh</b>	<b>Iomlán</b>	<b>GS</b>	<b>DSP</b>	<b>Suiteálaí Aláraim</b>
Líon na gcásanna arna gcur ar aghaidh lena n-ionchúiseamh	4	0	2	2
Líon na gcásanna a sháraigh Alt 37 den Acht (arna oibriú gan cheadúnas)	3	0	1	2
Líon na gcásanna a sháraigh Alt 38 den Acht (duine neamhcheadúnaithe arna fhostú)	1	0	1	0
Líon na gcásanna ionchúisimh ar éisteach leo sa Chúirt	4	0	2	2
Líon na gcásanna rathúla ionchúisimh	4	0	2	2
Líon na gcásanna neamhrathúla ionchúisimh	0	0	0	0

Thug Rannán Forfheidhmithe an PSA 4 chás chun na Cúirte in 2012 agus d'éirigh leo ceithre ionchúiseamh rathúla a dhéanamh, bhí 2 cheann díobh seo san earnáil Doirseora (áitreabh ceadúnaithe) agus áiríodh leis seo dhá cheann san Earnáil Aláraim Ionraidh.

Anuas air sin, rinneadh úinéir club oíche a ionchúiseamh mar gheall ar dhuine aonair neamhcheadúnaithe a fhostú. I gcás eile, eisíodh Barántas Binse do ghabháil conraitheoir

amháin suiteálaí aláraim a rinneadh a chiontú ina dhiaidh sin agus ordaíodh dó nach mór €1,584 i bhFíneálacha agus i gCostais a íoc. Ionchúisíodh agus ciontaíodh suiteálaí aláraim ionraidh amháin ar dhá chás inar suiteáladh aláram in 2011 agus gearradh fíneálacha agus costais €11,134 air. Rinne an conraitheoir na costais agus na fíneálacha a achomharc ar bhunús déine. Tar éis achomharc a dhéanamh, rinneadh na fíneálacha agus na costais a laghdú.

Rinneadh fíneálacha €1,500 agus costais €3,234, ar an iomlán, a dhámhachtain i gcásanna a chuir an PSA tús leo in 2012. Tá líon cásanna eile á réiteach ag Iniúcháirí an PSA lena n-ionchúiseamh, agus tiocfaidh siad os comhair na Cúirte i rith 2013.

### Liosta na gcuideachtaí a rinne an PSA a ionchúiseamh go rathúil in 2012

Uimhir	Ainm	Seoladh	Earnáil agus an tAlt den Acht a sáraíodh	Dáta an ionchúisimh
1	Noel Leavy	An Chearnóg, an Seanchaisleán, Contae na Mí.	<b>DSP A.38</b> <b>Seirbhís slándála neamhcheadúnaithe á húsáid</b>	20/1/2012
2	Prima Security Limited	29 Céide Mhaolmhaodhóg, Na Glaschnoic, Baile Átha Cliath 12.	<b>IAS A.37</b> <b>Seirbhís slándála neamhcheadúnaithe á soláthar</b>	21/05/2012
3	Liam Whoriskey ag trádáil mar Whoriskey Security Systems	Uimh. 5 Bóthar na Darach, Céide Uí Chonaill, Droichead Nua, Contae Chill Dara.	<b>IAS A.37</b> <b>Seirbhís slándála neamhcheadúnaithe á soláthar</b>	12/9/2012 10/10/2012 3/12/2012
4	William O'Sullivan nó Billy O'Sullivan is fearr aithne	Gleann an Churraigh, Bóthar Dhúglaise Theas, Corcaigh.	<b>DSP A.37</b> <b>Seirbhís slándála neamhcheadúnaithe á soláthar</b>	4/10/2012

(Earnálacha a sáraíodh: Suiteálaí = 2; Dóirseoir = 2)

### Idirchaidreamh Údaráis Slándála Príobháidí le Gníomhaireachtaí Stáit

Chuir an PSA struchtúr i dtoll a chéile chun idirchaidreamh agus comhairliúchán a dhéanamh ar shaincheistanna le gníomhaireachtaí eile Stáit d'fhonn ár gcomhfhreagrachtaí a chomhlíonadh. Chomhoibrigh an PSA i bpáirtíocht agus le cúnaimh ón nGarda Síochána, Coimirce Shóisialach agus na Coimisinéirí Ioncaim chun tabhairt faoi iniúchtaí. Bhí éifeacht ag an gcomhoibriú seo maidir le spriociniúchtaí, monatóireacht a



dhéanamh ar ghníomhaíocht ar fud na hearnála slándála príobháidí, faisnéis a bhailiú agus comhlíonadh méadaithe a bhaint amach san earnáil.

Thit idirchaidreamh amach leis an nGarda Síochána ar líon leibhéal. Maidir leis na hearnálacha DSP agus GS, chuir siad cúnaimh ar fáil maidir le cásanna áirithe. In 27 cás, ina raibh 278 ionad i gceist, chuaigh na Gardaí i gcuideachta Iniúcháirí an PSA le linn iniúchtaí oíche. Sa bhreis air sin, d'oibrigh an PSA go dlúth leis na Coimisinéirí Ioncaim le sprioc a dhéanamh de láithreacha agus d'ionaid mar gheall ar neamhchomhlíonadh na nAchtanna um na Seirbhísí Slándála Príobháidí, 2004 agus 2011 agus mar gheall ar shaincheisteanna comhlíonta cánach. 11 uair, ina raibh 106 ionad i gceist, thug an PSA agus na Coimisinéirí Ioncaim faoi chomhiniúchtaí. Leanfaidh an PSA ag oibriú go comhoibritheach le gníomhaireachtaí Stáit ag iarraidh comhlíonadh a bhaint amach sna hearnálacha slándála príobháidí.

I rith 2012, d'úsáid an PSA an Meabhrán Tuisceana a bunaíodh idir na Coimisinéirí Ioncaim agus an PSA chun faisnéis a fháil maidir le comhlíonadh cánach conraitheoirí. D'iarr an PSA ar fhaisnéis i 73 cás, ar an iomlán, i gcomparáid le 104 cás in 2011 agus sholáthair siad faisnéis, ar iarraidh sin, ó na Coimisinéirí Ioncaim in 4 chás, i gcomparáid le 7 n-iarratas ar fhaisnéis a fuarthas ó na Coimisinéirí Ioncaim in 2011. Ba léir gurbh uirlis rathúil an malartú faisnéise seo don dá eagraíocht, maidir le faisnéis chruinn a fháil agus ligean don PSA measúnú iomlán a dhéanamh ar chásanna áirithe agus leanfaidh an comhoibriú seo ar aghaidh in 2013.

Leantar le hidirchaidreamh leis an Údarás Náisiúnta Cearta Fostaíochta (NERA) i dtaca le saincheisteanna cearta fostaíochta agus sa chás gur cuí, déanann an PSA gearáin ábhartha a chur faoi bhráid an NERA go díreach.

Ina theannta sin, i rith 2012, d'úsáid an PSA an bealach foirmiúil chun rochtain a fháil ar shonraí Chlárlann na Talún agus d'úsáid siad seirbhís an Údaráis Chlárúcháin Maoine chun sonraí a fháil ar úinéireacht mhaoine chun lámh chúnta a thabhairt don PSA lena gcuid imscrúduithe a chur chun cinn.

### Sprioc 3: Caighdeán a ardú laistigh den Tionscal

#### Caighdeán Chonraitheoirí

##### Ginearálta

Ní mór do chonraitheoirí atá ag iarraidh seirbhísí slándála a sholáthar cloí leis na caighdeáin a fhorordaíonn an tÚdarás.

Déanann an tÚdarás dhá shaghas caighdeán a fhorordú:

- Caighdeán Chórais Bhainistíochta Cáilíochta agus
- Caighdeán Táirge/Theicniúla

Is é cuspóir na gcaighdeán bainistíochta cáilíochta dea-chleachtais ghnó a shonrú i soláthar seirbhísí slándála agus déantar limistéir ar nós struchtúr gnó, caidreamh le cliaint agus cáilíocht na seirbhíse, oiliúint foirne agus nósanna imeachta earcaíochta a chuimsiú. Sonraíonn caighdeáin táirge nó theicniúla ceanglais shonracha nó oibríochtúla don saghas ar leith slándála a chuirtear ar fáil.

#### *Caighdeáin a Fhorordaítear le haghaidh Ceadúnú*

<b>EARNÁIL</b>	<b>Caighdeán Ábhartha Bainistíochta Cáilíochta</b>	<b>Caighdeán Ábhartha Táirge nó Teicniúil</b>
Slándáil Dorais	I.R. 999:2004	N/B
Gardáil Slándála (Statach)	I.R. 999:2004	N/B
Garda Slándála (Monatóireacht)	SR41	I.R. 228
Suiteálaí Rialú Rochtana	SR40	N/B
Suiteálaí CCTV	SR40	PSA 2006/12
Suiteálaithe Aláirim Ionraidh	SR40	IS EN50131-1 agus IS EN50131-7
Airgead faoi Bhealach	I.R. 998	PSA CIT1/2007

## **Athbhreithniú**

Ba bhliain eachtrúil 2012 don Údarás agus rinneadh dul chun cinn i líon príomhlimistéar. Thug tabhairt isteach an cheadúnaithe chuig na hearnálacha Rialú Rochtana agus CCTV chun deiridh obair an Údaráis i bhforbairt agus i bhforordú caighdeán sna limistéir seo. Rinneadh dul chun cinn ar athbhreithniú an chaighdeáin a bhain le conraitheoirí Doirseora agus Garda Slándála (Statach) agus foilsíodh dréachtchaighdeán le haghaidh comhairliúchán poiblí i Márta. Cuireadh na dréachtrialacháin, a theastaigh le tabhairt isteach cheadúnaithe go dtí an earnáil slándáil Imeachtaí a cheadú, faoi bhráid Oifig an Ard-Aighne agus cuireadh tús le hobair ullmhúcháin ar chaighdeán a dhréachtú don earnáil Ghlasadóirí. Anuas air sin, tosaíodh le comhairliúchán le páirtithe leasmhara ar thabhairt isteach cheadúnaithe le haghaidh Ionaid Mhonatóireachta CCTV, chomh maith, mar aon le hobair ar athbhreithniú ar an gcaighdeán teicniúil le haghaidh Airgid faoi Bhealach.

## **An Caighdeán le haghaidh na nEarnálacha Doirseora agus Garda Slándála (Statach)**

Sa mhullach air sin, lean obair ar chaighdeán nua le haghaidh na n-earnálacha Doirseora, Garda Slándála (Statach) agus Slándáil Imeachtaí in 2012, agus chuir an grúpa oibre a bunaíodh in 2011 forbairt an chaighdeáin chun cinn. Foilsíodh dréachtcháipéis le haghaidh comhairliúchán poiblí i Márta dar teideal “*Caighdeán do Cheadúnú an PSA – Riachtanais do na seirbhísí ceadúnaithe a bhaineann le Gardáil Slándála, Doirseoireacht agus Slándáil Imeachtaí amach anseo*” (‘A Standard for PSA Licensing – Future requirements for the licensing of services relating to Security Guarding, Door Supervision and Event Security’). Fuarthas 12 aighneacht ó réimse daoine aonair agus grúpaí agus rinne an grúpa oibre breithniú ar an gcéanna in Iúil. Rinneadh an dréacht is déanaí den cháipéis a scaipeadh ar bhail an ghrúpa oibre i Samhain agus tá sé beartaithe go gcuirfear i gcrích ainm a chur leis an leagan deiridh go luath in 2013.

Cé gur cuireadh san áireamh an earnáil Slándáil Imeachta sa dréachtcháipéis “*Caighdeán do Cheadúnú*”, baineadh an ghné seo den cháipéis tar éis imeachtaí a tharla i bPáirc an Fhionnuisce i gcaitheamh an tsamhraidh. Tá cinneadh déanta ag an Údarás chun caighdeán ar leith a fhorbairt le haghaidh Slándáil Imeachtaí féachaint leis an earnáil a cheadúnú in 2013.

### **Suiteálaithe Aláram Ionraidh**

Tá Suiteálaithe Aláram Ionraidh faoi réir cheadúnú agus ní mór do chonraitheoirí san earnáil seo comhlíonadh teicniúil a bhaint amach le IS EN 50130 (Cuid 1 agus 7) mar chuid de na ceanglais cheadúnaithe. Níl ceanglais chaighdeán IS EN 50131 bainte amach ag conraitheoirí nár shuiteáil aláram ó tugadh ceadúnú isteach san earnáil in 2006 agus a leanann ar aghaidh le cothabháil a dhéanamh ar aláram.

I gcaitheamh 2012, thug an PSA ceanglais shonracha isteach atá dírithe ar an líon beag conraitheoirí a thagann faoi chuimsiú na catagóire ‘cothabháil amháin’ agus thug siad ceadúnas cothabhála amháin isteach chun ceadúnú na gconraitheoirí seo a éascú. Chabhraigh seo le soiléireacht a chruthú do na conraitheoirí cothabhála amháin, ar limistéar seo ina mbíodh roinnt mearbhaill ann roimhe seo.

### **Suiteálaithe Rialú Rochtana agus CCTV**

Chríochnaigh an tÚdarás obair ar na rialacháin reachtaíochta a theastaíonn le haghaidh cheadúnú na n-earnálacha Rialú Rochtana agus CCTV in Aibreán agus shínigh an tAire na rialacháin le haghaidh Dlí agus Cirt agus Comhionannais i mBealtaine. Cuireadh i bhfeidhm ceadúnú conraitheoirí a chuireann seirbhísí Rialú Rochtana agus CCTV ón 1 Deireadh Fómhair 2012. Is é an caighdeán le haghaidh ceadúnú CCTV PSA 2006\_12, cáipéis theicniúil arna forbairt ag an Údarás. Ina theannta sin, tá ar chonraitheoirí CCTV comhlíonadh le SR 40 a léiriú, an córas bainistíochta caighdeán atá in úsáid cheana féin le haghaidh Suiteálaithe Aláram Ionraidh. Ina theannta sin, úsáidtear córas bainistíochta caighdeán SR 40 chun bheith mar bhonn agus taca le ceadúnú conraitheoirí Rialú Rochtana. Tá sé beartaithe cáipéis riachtanas teicniúil a fhorbairt ina gcuimsítear Rialú Rochtana amach anseo.

### **Slándáil Imeachtaí**

Amhail a luaitear in áiteanna eile, bhí mír ar Shlándáil Imeachtaí san áireamh sa cháipéis chomhairliúcháin phoiblí “*Caighdeán do Cheadúnú an PSA*” a rinneadh a bhaint ina dhiaidh sin tar éis gur tharla imeachtaí i bPáirc an Fhionnuisce. Tá caighdeán a bhaineann go sonrach le Slándáil Imeachtaí á dhréachtú ag an Údarás, féachaint le cáipéis chomhairliúcháin a fhoilsiú go luath in 2013. Ina theannta sin, dhréachtaigh an tÚdarás rialacháin reachtúla don earnáil seo, agus tá plé ar bun acu leis an Roinn Dlí agus Cirt agus Comhionannais agus le hOifig an Ard-Aighne ar ábhair an chéanna. Tosófar le

comhairliúchán leis an tionscal Slándáil Imeachtaí in 2013, féachaint leis an earnáil a cheadúnú i gcaitheamh na bliana 2013.

### **Glasadóirí**

Le linn 2012, scaip an tÚdarás dréachtchaighdeán le haghaidh ceadúnú Glasadóirí agus Suiteálaithe Taisceadán do Chumann Glasadóirí na hÉireann mar réamhtheachtaí d'fhorbairt caighdeán do na hearnálacha seo. Lean plé ar an gcáipéis agus in 2013, tá sé beartaithe grúpa oibre a bhunú chun an caighdeán a fhorbairt níos mó. Is é an cuspóir forbairt an chaighdeán a chríochnú agus dáta a shocrú do cheadúnú Glasadóirí agus Suiteálaithe Taisceadán. Leanann ceadúnú na hearnála Glasadóirí go loighciúil ó thabhairt isteach ceadúnaithe don earnáil Rialú Rochtana os rud é gur rialú rochtana a bhaineann go sonrach leis an earnáil ghlasadóirí atá i gceist le glais mheicniúla agus meicníochtaí glasála.

### **Ionaid Mhonatóireachta CCTV**

Thit comhairliúcháin amach le Fóram na nIonad Náisiúnta Monatóireachta, a léiríonn ionadaíocht d'Ionaid cheadúnaithe Mhonatóireachta, maidir le tabhairt isteach sraith Eorpach caighdeán (EN 50518 Cuid 1, 2 agus 3) le haghaidh ionaid mhonatóireachta chun dul in ionad chaighdeán reatha náisiúnta na hÉireann – IS 228 a úsáidtear ar mhaithe le cuspóirí ceadúnais.

Ina theannta sin, thit plé amach ar thabhairt isteach ceadúnaithe le haghaidh Ionaid Mhonatóireachta CCTV tar éis tabhairt isteach ceadúnaithe le haghaidh Suiteálaithe CCTV. Mar chuid den phlé seo, cuireadh tús le hathbhreithniú ar SR 45, an caighdeán sonrach monatóireachta atá beartaithe le húsáid mar chuid de cheadúnú an PSA, agus tá an tÚdarás um Chaighdeán Náisiúnta na hÉireann ag tabhairt faoi. Tá súil leis go gcuirfear i gcrích an t-athbhreithniú go luath in 2013. I dturas an ama, tá rialacháin reachtúla dréachtaithe ag an Údarás a chuirfidh ceadúnú Ionaid Mhonatóireachta CCTV i bhfeidhm.

### **Airgead faoi Bhealach**

Cuireadh tús le hobair ar athbhreithniú an chaighdeán theicniúil le haghaidh ceadúnú Airgid faoi Bhealach (PSA CIT1:2007) leis an nGarda Síochána agus cúnamh á chur ar fáil ag comhairleoirí teicniúla an Údaráis maidir le dréachtú na cáipéise nua. Déanfar

dréachtcháipéis a scaipeadh ar ionadaithe an tionscail in Eanáir 2013, agus plé, ina dhiaidh sin, leis na páirtithe leasmhara éagsúla. Tá súil leis an gcaighdeán athbhreithnithe a eisiúint i ráithe 3 de 2013.

### **Earnálacha Eile**

Níl na caighdeáin ag na hearnálacha eile faoi láthair atá le ceadúnú go fóill agus teastaíonn go leor obair forbartha a dhéanamh orthu sula gcuirfear tús le ceadúnú. In 2013, tá sé beartaithe ag an Údarás grúpa oibre a bhunú chun machnamh a dhéanamh ar chaighdeán a fhorbairt le haghaidh Imscrúdaitheoirí Príobháideacha féachaint leis an earnáil a cheadúnú in 2014. Déanfar breithniú ar cheadúnú a shíneadh chuig earnálacha eile nuair a bheidh an méid reatha oibre lena mbaineann Airgead faoi Bhealach, Ionaid Mhonatóireachta CCTV, Slándáil Imeachtaí, Suiteálaithe Taisceadán, Glasadóirí agus Imscrúdaitheoirí Príobháideacha críochnaithe.

### **Comhlachtaí Iniúchta**

Déanann comhlachtaí neamhspleácha deimhnithe iniúchadh ar na caighdeáin a fhorordaíonn an tÚdarás le haghaidh ceadúnú. D'fhaomh an tÚdarás comhlacht nua deimhnithe in 2012, agus mhéadaigh seo an líon comhlachtaí a sholáthraíonn seirbhísí iniúchta do chonraitheoirí ceadúnaithe go dtí 7. Casann an Fóram Comhlachtaí Deimhnithe ar a chéile go rialta agus déanann siad soláthar le haghaidh comhairliúchán leanúnach idir an tÚdarás agus na comhlachtaí deimhnithe caighdeán. Cinntíonn an Fóram Comhlachtaí Deimhnithe seo go mbaintear amach riachtanais cheadúnaithe an Údaráis agus go bhfuil comhsheasmhacht ann i measc na gcomhlachtaí deimhnithe nuair a bhíonn iniúchadh á dhéanamh ar chonraitheoirí.

Ina theannta sin, téann an tÚdarás i gcomhairle le Bord Náisiúnta na hÉireann um Chreidiúnú (INAB), an comhlacht náisiúnta atá freagrach as creidiúnú comhlachtaí deimhnithe, ar shaincheistanna lena mbaineann comhleas i dtaobh na gcomhlachtaí deimhnithe. Anuas air sin, déanann Coiste Teicniúil 13 Chomhairle Leictreitheicniúil na hÉireann ionadaíocht don Údarás, a dhéanann plé ar shaincheistanna ar nós aláirim ionraidh, CCTV, ionaid mhonatóireachta agus limistéir eile a bhaineann leis an tslándáil.

## **Ceanglais Oiliúna le haghaidh Daoine Aonair**

Lean an tÚdarás lena gcuid cuspóirí a bhaint amach maidir lena sainchúram i dtaca le gníomhaíochtaí oiliúna in 2012, agus lean siad le cur le claochlú an tionscail slándála príobháidí. Le linn 2012, thug an tÚdarás faoi roinnt taighde tábhachtach cúlra, idir náisiúnta agus idirnáisiúnta, a bhí mar bhonn agus taca le déanamh cinntí Bhord na Feidhmeannachta ar líon saincheistanna.

## **Comhaitheantas Cáilíochtaí Iasachta**

Sainmhíononn an Treoir um Chomhaitheantas Cáilíochtaí (Treoir 2005/36/CE, arna leasú ag 2006/100/CE) sraith rialacha a ligeann do ghairmithe a bhain cáilíochtaí amach i mBallstát amháin a ngairm a fheidhmiú i mBallstát eile. Corpraíodh an Treoir seo i nDlí na hÉireann in 2008.

Is iad an tÚdarás Slándála Príobháidí an tÚdarás sannta Inniúil le haghaidh thionscadal slándála príobháidí na hÉireann. Tá an tÚdarás freagrach as measúnú a dhéanamh ar cháilíochtaí a baineadh amach lasmuigh de dhlínse na hÉireann, a thagann faoi chuimsiú scóip na Treorach, lena dheimhniú cibé acu an bhfuil na cáilíochtaí siúd inghlactha nó nach bhfuil, maidir leis na híosriachtanais oiliúna a bhaint amach ar mhaithe le teidlíocht i leith ceadúnais a fháil sna hearnálacha a cheadúnaítear sa Stát faoi láthair.

Sa chás gur sainaithníodh easnaimh sa cháilíocht a baineadh amach nó a bronnadh i mBallstát eile, a mbeadh tionchar diúltach aige ar scil agus ar inniúlacht an duine aonair chun tabhairt faoi na dualgais a theastaíonn, ordóidh an t-údarás inniúil, amhail a cheanglaítear faoin Treoir, go dtabharfaidh an duine a bhfuil an cháilíocht faoina s(h)eilbh, faoi mheasúnú nó faoi thréimhse oiriúnaithe chun dul i ngleic leis na heasnaimh san fhoghlaim.

In 2012, d'fhreagair an tÚdarás i scríbhinn ar 40 fiosrúchán ar aitheantas cáilíochtaí iasachta as ar eascair 3 iarratas fhoirmiúla. In 2 chás, cuireadh i gcrích an próiseas athbhreithnithe, agus sa chás eile, d'aistarraing an t-iarratasóir a iarratas níos déanaí. Déanfaidh tabhairt isteach an cheadúnaithe in earnálacha eile den tionscal breis forbartha ar an réimse cáilíochtaí a gceanglófar ar an PSA athbhreithniú a dhéanamh orthu faoin Treoir.

Chuir an Rannán tuairisc éigeantach faoi bhráid na Roinne Oideachais agus Scileanna (arb iad pointe sannta teagmhála na hÉireann) maidir le hiarratais a fuair an tÚdarás in 2011 do

cháilíochtaí a ndearnadh athbhreithniú orthu faoi Threoir 2005/36/CE an AE. Sa bhreis air sin, rinne an tÚdarás monatóireacht i gcaitheamh 2012 ar fhoilseacháin agus ar thograí chun treoir an AE a leasú ag an gCoimisiún Eorpach.

Forordaíonn Rialachán Ceadúnú agus Cáilíochtaí Slándála Príobháidí, 2006 dhá Mhiondámhachtain FETAC Leibhéal 4 nó a gcoibhéis mar an gcaighdeán íosta oiliúna ar mhaithe le hincháilitheacht do cheadúnas sna hearnálacha aonair atá ceadúnaithe cheana féin. Leanann an tÚdarás, nuair is cuí, le hathbhreithnithe coibhéise a chur i gcrích lena dheimhniú coibhéis dámhachtainí eile slándála Éireannacha leo siúd atá forordaithe sa reachtaíocht.

### **Liostáil gréasánbhunaithe Soláthróirí agus Cláir Chreidiúnaithe Oiliúna FETAC.**

I rith 2012, lean an tÚdarás le liosta de sholáthróirí um oiliúint slándála atá creidiúnaithe ag FETAC a nuashonrú, mar aon le liosta de chláir a chuireann siad ar fáil ar a láithreán gréasáin. Rinneadh FETAC a chónascadh i Samhain 2012 le comhlachtaí oideachais eile isteach i gcomhlacht amháin ar a dtugtar Cáilíocht agus Cáilíochtaí Éireann (QQI).

### **Deimhniú FETAC**

I rith 2012, tharla cónascadh Chomhairle na nDámhachtainí Breisoideachais agus Oiliúna (FETAC), Chomhairle na nDámhachtainí Ardoideachais agus Oiliúna (HETAC), Údarás Náisiúnta Cáilíochtaí na hÉireann (NQAI) agus Bhord Cáilíochta Ollscoileanna na hÉireann (IUQB) agus bhí plé ar bun ag an Údarás leis an gcomhlacht seo ar shaincheist na riachtanas nuashonraithe le haghaidh Scileanna Gardála agus Dámhachtainí Nósanna Imeachta Slándáil Doirse a tháinig i bhfeidhm i Nollaig 2012. 6 huairé sa bhliain a tharlaíonn tréimhsí Deimhnithe Dámhachtana agus eisítear deimhnithe FETAC/QQI do na hiarrthóirí siúd a raibh an rath orthu sa mheasúnú a leanann na huairéanta foghlama díri atá oiriúnach don chúrsa. Leanann an tÚdarás le glacadh le Foirmeacha TRF a chuireann an soláthraí oiliúna i dtoll a chéile agus iarratais ar cheadúnais á bpróiseáil aige/aici. Rinneadh an Fhoirm TRF a nuashonrú i Nollaig 2012 chun an cónascadh a luaitear thuas a chur san áireamh. Sáraíonn na foirmeacha seo an tréimhse feithimh ar an Deimhniú foirmiúil Dámhachtana ag an iarratasóir.



Déanfaidh an tÚdarás monatóireacht ar an éifeachtúlacht, ó pheirspictíocht cheadúnaithe, ar Scéim nua Dámhachtainí Coiteanna an QQI a tháinig i bhfeidhm go déanach in 2012 agus a lorgaíonn na dámhachtainí a thabhairt chun rialtacha i líon earnálacha, lena n-áirítear an tionscal príobháideach. Tabharfaidh an tÚdarás, i gcomhpháirtíocht lenár gcomhghleacaithe sa QQI, faoina chinntiú go ndéantar oiliúint fhorordaithe i limistéir an tionscail phríobháidigh a sheachadadh ar bhealach comhsheasmhach agus éifeachtach a chuirfidh neart faoinár dtiomantas chun caighdeán a fheabhsú san earnáil slándála príobháidí. Déanfar aon ghearáin i dtaca lena chur i bhfeidhm a fhaigheann an tÚdarás a chur faoi bhráid an QQI lena n-imscrúdú agus déanfaidh an tÚdarás measúnú ar aon tionchar a imríonn torthaí imscrúdú an QQI ar bhailíocht cheadúnas an PSA.

### **Ceadúnú Daoine Aonair Airgead faoi Bhealach (CIT).**

Tugadh gach ullmhúchán le haghaidh cheadúnú na hearnála seo i gcrích in 2012 tar éis taighde agus comhairliúchán a dhéanamh le páirtithe leasmhara an tionscail. Bhí plé ar bun ag an Údarás le hionadaithe fostóirí agus fostaithe i dtaca le cur i bhfeidhm ceadúnú daoine aonair a sholáthraíonn seirbhís slándála le linn 2012. Tar éis an phlé seo, rinne an tÚdarás an cinneadh chun tús a chur le ceadúnú na hearnála seo den tionscal slándála i mBealtaine 2013. D'éascaigh fógairt Ionstraim Reachtúil (I.R. 484 de 2012) ceadúnú na hearnála seo, a chuireann bonn dlíthiúil faoi cheadúnú na hearnála seo. Cuimsítear na riachtanais oiliúna le haghaidh fostaithe incheadúnaithe laistigh den I.R. seo agus, mar gheall ar nádúr uathúil na ngníomhaíochtaí faoinar thug na daoine siúd, baineann oiliúint fhorordaithe le hoiliúint ionduchtaithe intí ag Conraitheoirí Airgid faoi Bhealach incheadúnaithe.

Mairfidh an oiliúint ar feadh 30 uair ar a laghad agus cuimseoidh sí limistéir ar nós:

- Feidhmeanna agus dualgais fostaithe CIT
- Córais sábháilteachta agus slándála
- Cóid agus cleachtais dhlíthiúla
- Príomhchúiseanna le sárúithe slándála agus na cúiseanna leo
- Rialacháin ghinearálta sláinte agus sábháilteachta
- Scileanna cumarsáide ó bhéal agus scríofa
- Nósanna imeachta ginearálta oibríochtúla
- Nósanna imeachta réamhphleanála, tuairiscithe agus scríofa i gcás teagmhais

Déanfar ceanglas dlíthiúil de cheadúnú na bhfostaithe siúd le héifeacht ón 1 Bealtaine 2013.

### **Grúpa Comhairleach Ceadúnaithe agus Oiliúna**

Thit chéad chruinniú an ghrúpa chomhairligh oiliúna amach, inar ghlac an tionscal, soláthraithe oiliúna agus cliaint páirt an 8 Samhain 2012. Rinne an grúpa seo plé ginearálta ar shaincheisteanna lena mbaineann riachtanais oiliúna phearsanra Slándáil Doirse agus Gardáil Slándála. Ag chéad chruinniú an ghrúpa seo, bhí an plé dírithe ar na limistéir a ndéanfaidh an grúpa breithniú orthu. Is iad seo:

- Sainaitheint Croiscileanna
- Breithniú ar aon oiliúint bhreise a theastaíonn
- Measúnú ar oiliúint athnuachana a theastaíonn
- Scrúdú a dhéanamh ar na féidearthachtaí maidir leis modhanna is féidir oiliúint a sheachadadh
- An áit a bhfuil feidhm ag Aithint Foghlama Roimhe Seo (RPL)
- Oiliúint na hÉireann i gcomhthéacs Eorpach

Tá breis cruinnithe sceidealaithe le haghaidh 2013. Ag conclúid bhreithniúcháin an ghrúpa, tabharfar aon torthaí os comhair an Bhoird lena mbreithniú. Déanfaidh an grúpa oiliúna seo scrúdú ar go leor gnéithe d'fhorbairt oiliúna amach anseo laistigh de na hearnálacha gardáil slándála agus maoirseacht doirse. Tá súil leis go gcuirfidh an obair, ar chuir an Grúpa Oiliúna tús léi, faisnéis ar fáil do na riachtanais bhreise oiliúna, más ann dóibh, a theastóidh ó fhorbairt na n-earnálacha ceadúnaithe agus na dtosaíochtaí oiliúna amach anseo i dtaca le caighdeáin sna hearnálacha a ardú.

### **Maoirseoirí Gardála**

Tá scrúdú á dhéanamh ag an Údarás ar shaincheisteanna maidir leis an bhféidearthacht chun Maoirseoirí Gardála a cheadúnú amach anseo. Cuirfear tús le próiseas comhairliúcháin in 2013.

## **Sprioc 4: Feabhas a chur ar cháilíocht agus ar mhinicíocht na Cumarsáide**

### **Athbhreithniú**

B'ann do dhá mhóirmeacht cumarsáide don Údarás in 2012, comhdháil an PSA le haghaidh pháirtithe leasmhara an tionscail i mBealtaine agus an clár meán maidir le tabhairt isteach an cheadúnaithe chuig na hearnálacha Rialú Rochtana agus CCTV i nDeireadh Fómhair. Lean ár n-earraí rialta nuachta, nuashonruithe ríomhirise agus láithreán Gréasáin bheith mar dhíol spéise i measc an tionscail agus an phobail mhóir agus d'fhreagair an tÚdarás go rialta ar fhiosrúcháin a tháinig chun solais tar éis na hearraí seo a fhoilsiú.

Tugadh athbhreithniú ar ár láithreán Gréasáin chun críche le linn na bliana agus forbraíodh teimpléad do láithreán Gréasáin feabhsaithe. Is é an cuspóir atá againn chun tús a chur le hobair ar láithreán Gréasáin i rith 2013.

### **Comhdháil an PSA**

Ba é Caisleán Bhaile Átha Cliath an t-ionad le haghaidh chéad chomhdháil tionscail an Údaráis, a bhí ar siúl i mBealtaine. Ba é téama na comhdhála *“An Tionscal Slándála a Rialú, an tEispéireas go dtí seo, na Ceachtanna don Todhchaí”* (‘Regulating the Security Industry, the Experiences so far, the Lessons for the Future’) agus chruthaigh an chomhdháil an deis chun dul i dteagmháil le Bord an Údaráis. D’fhreastail sealbhóirí ceadúnais, fostóirí aontais den tionscal slándála, úsáideoirí na seirbhíse slándála agus comhlachtaí deimhnithe, i measc daoine eile, ar an gcomhdháil, a d’oscail an tAire Dlí agus Cirt agus Comhionannais, an tUasal Alan Shatter, T.D.

Is éard a bhí i gceist leis an gcomhdháil ná 3 sheisiún a tháinig chun cinn ó théama na comhdhála, *an uaimhian agus an réalachas, dul i ngleic leis an réalachas agus ag féachaint chun cinn* (‘the ambition and the reality, tackling the reality agus looking to the future’) rinne cainteoirí ó Éirinn agus ó thar lear cur i láthair. Sa bhreis air sin, tugadh roinnt ama don phainéal chun plé oscailte a dhéanamh agus tugadh an deis do gach duine a d’fhreastail ar an gcomhdháil ionchur a bheith acu sa phlé. I measc iad siúd a labhair ag an gcomhdháil, bhí Bill Butler, POF Údarás Tionscal Slándála na RA, Hilde de Clerk,

Uachtarán Chónaidhm Sheirbhísí Slándála na hEorpa agus David Hull, Stiúrthóir Sinsearach na Sábháilteachta Domhanda agus na Slándála ag eBay.

Tá tuarascáil ar an gcomhdháil foilsithe agus tá fáil uirthi ón mír Nuachta ar ár láithreán Gréasáin.

### **Feachtas chun Ceadúnú Rialú Rochtana agus CCTV a Phoibliú**

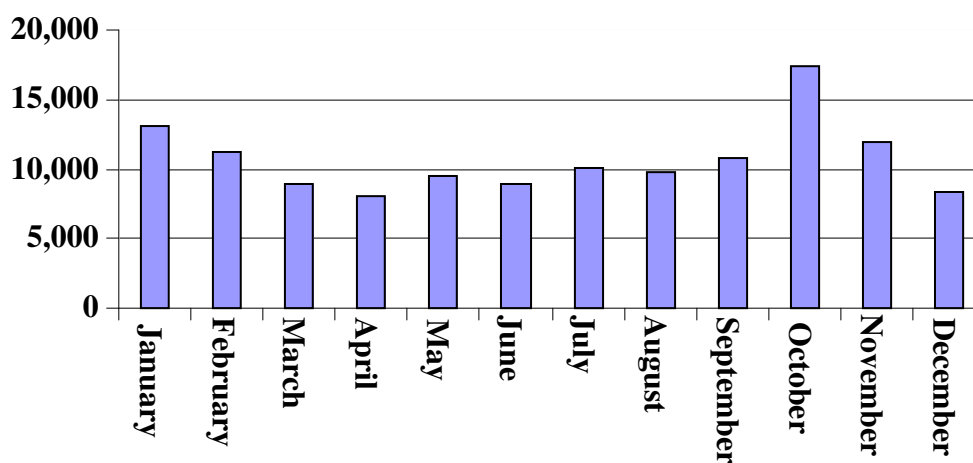
D'fhonn feasacht ar thabhairt isteach an cheadúnaithe sna hearnálacha Rialú Rochtana agus CCTV a chur chun cinn, d'fhorbair an tÚdarás straitéis chumarsáide ilchainéal. Cuireadh tús leis an straitéis i Márta nuair a foilsíodh faisnéis cheadúnaithe do na hearnálacha nua inár ríomhíris, *PSA Watch* agus leanadh leis an straitéis in Aibreán le ríomhphost faisnéise a sheoladh chuig gach conraitheoir cheadúnaithe. I gcaitheamh na míonna dá éis sin, seoladh bileoga faisnéise agus ríomhphoist go dtí breis agus 5,000 eagraíocht idir comhlachtaí poiblí, na 250 cuideachta thráchtála is mó, an Garda Síochána, cumainn tráchtála agus comhlachtaí ionadaíochá eile.

Ina theannta sin, chuir an tÚdarás fógraí nuachtáin sa Sunday Independent agus sa Sunday World mar aon le fógraí raidió ar stáisiúin náisiúnta agus áitiúla ar feadh seachtain amháin ón 1 Deireadh Fómhair 2012. Rinneadh an fógra ar na stáisiúin náisiúnta le linn na seachtaine dar tús an 15 Deireadh Fómhair. Bhí aisfhreagairt mhór fhabhrach le sonrú ó na fógraí raidió agus chruthaigh siad fiosrúcháin iomadúla ón bpobal maidir leis na riachtanais cheadúnaithe.

### **Láithreán Gréasáin**

Leanann láithreán Gréasáin an Údaráis bheith mar ár bpríomhchainéal cumarsáide agus tugadh 128,064 cuairt air in 2012. Méadú 1,809 cuairt é seo i gcomparáid le 2011 agus ba é Deireadh Fómhair an mhí ba ghnóthaí, mar gheall ar thabhairt isteach an cheadúnaithe sna hearnálacha Rialú Rochtana agus CCTV.

## Website Hits 2012



Is é an limistéar is mó ar a dtugtar cuairt ar ár láithreán Gréasáin clár na sealbhóirí ceadúnas conraitheora agus duine aonair. Is uirlis thábhachtach iad na cláir don tionscal agus don phobal araon agus bíonn feidhm thábhachtach acu maidir le comhlíonadh na rialachán ceadúnaithe a chinntiú. Tugadh nach mór 60,000 cuairt ar na cláir le linn 2012 agus is é clár na sealbhóirí ceadúnais duine aonair an clár is mó ar a dtugtar cuairt de na 9 gclár atá foilsithe.

### *Cuairteanna ar Chlár na Sealbhóirí Ceadúnais in 2012*

Clár	Cuairteanna
Sealbhóirí Ceadúnais Aonair	22,799
Conraitheoirí Suiteálaí Trealamh Slándála (Aláirim Ionraidh)	10,819
Sealbhóirí Ceadúnas Conraitheora (Gach Earnáil)	8,089
Conraitheoirí Garda Slándála (Statach)	6,006
Conraitheoirí Doirseora (Áitreabh Ceadúnaithe)	4,845
Conraitheoirí Garda Slándála (Ionad Monatóireachta)	2,527
Conraitheoirí Suiteálaí Trealamh Slándála (CCTV)	2,466
Conraitheoirí Airgead faoi Bhealach	1,159
Conraitheoirí Suiteálaí Trealamh Slándála (Rialú Rochtana)	1,151
<b>Cuairteanna Iomlána</b>	<b>59,861</b>

Tá sé de chuspóir againn láithreán feabhsaithe Gréasáin a fhorbairt in 2013 tar éis athbhreithniú a dhéanamh ar an láithreán Gréasáin in 2012 a leag amach an teimpléad dár láithreán Gréasáin amach anseo. Sa chéad chuid den obair seo, cuirfear fáil ar áis um iarratas ar líne do dhaoine aonair le linn an chéid ráithe de 2013.

### **PSA Watch**

Meán luachmhar is ea PSA Watch, ríomhíris an Údaráis, chun faisnéis a sholáthar ar phríomhimeachtaí, nuashonruithe tábhachtacha agus fógraí móra tionscail do dhaoine ar spéis leo. In 2012, d'eisíomar dhá nuachlitir ríomhírise agus ríomhíris amháin fostaithe. Cuimsíodh réimse fairsing ábhar, lena n-áirítear ceadúnú CCTV agus Rialú Rochtana, Caighdeán Amach Anseo le haghaidh Gardáil Slándála agus Maoirseacht Doirse, comhairle ón gCoimisinéir Cosanta Sonraí agus ceadúnú fostaithe CIT.

Déantar na ríomhírisí a scaipeadh ar gach conraitheoir agus duine aonair ceadúnaithe mar aon le hasraonta meán, páirtithe leasmhara tionscail agus páirtithe eile ar spéis leo. Ina theannta sin, foilsítear cóipeanna ar ár láithreán Gréasáin. Scaipeadh an ríomhíris fostaithe ar bhreis agus 12,000 duine aonair, a léirigh 44% de na sealbhóirí ceadúnas aonair. Leanaimid le seoltaí ríomhphoist a bhailiú agus is é an cuspóir atá againn 55% de dhaoine aonair a bhaint amach in 2013.

### **Cumhdach Preasa agus Meán**

Anuas ar na hearraí rialta nuachta a fhoilsítear ar ár láithreán Gréasáin, d'eisigh an tÚdarás ocht bpreaseisiúint le linn 2012. Chuimsigh iad seo earraí ar nós Chomhdháil an PSA, comhiniúchtaí leis an nGarda Síochána agus ionchúisimh le haghaidh sárúithe na nAchtanna um na Seirbhísí Slándála Príobháidí.

Luadh an tÚdarás i réimse meán náisiúnta, áitiúla agus speisialaithe maidir le gnéithe éagsúla dár bpunann. Cé gur chruthaigh ár bpreaseisiúintí agus ár saincheisteanna eile nuachta cuid den spéis seo, cruthaítear an chuid is mó de neamhspleách ar an Údarás agus léiríonn sé suim na meán sa tionscal slándála agus an fheidhm lárnach atá ag an Údarás san earnáil.

## **Comhfhreagras**

In 2012, sholáthair an tÚdarás ábhar le freagra a thabhairt ar 23 ceist pharlaiminteach a cuireadh ar an Aire Dlí agus Cirt agus Comhionannais. Anuas air sin, d'fhreagair an tÚdarás ar 18 bhfiosrúchán a fuarthas ó ionadaithe poiblí.

Ina theannta sin, freagraíonn an tÚdarás ar fhiosrúcháin ón tionscal, ó na meáin agus ón bpobal. Cuimsíonn na fiosrúcháin gach gné d'obair an Údaráis, mar aon le reachtaíocht, tograí ceadúnaithe amach anseo agus ábhair theicniúla.

## **Spríoc 5: Ár bhFoireann a Fhorbairt**

### **Athstruchtúró Corparáideach**

Leanann ár bhfoireann bheith mar ár sócmhainn is luachmhara. In 2012, thugamar i gcrích cur i bhfeidhm torthaí athbhreithnithe, faoinar tugadh in 2011, ar ár gcleachtais oibre laistigh den eagraíocht d'fhonn seirbhísí níos éifeachtúla a sheachadadh agus taithí ár bhfoirne uile a uasmhéadú.

In 2012, chuir an tÚdarás i gcrích go hiomlán athstruchtúró na heagraíochta, dá dtagraítear i dTuarascáil Bhliantúil 2011, a thug cónascadh an Aonaid Cheadúnaithe Conraitheoirí agus an Aonaid Forfheidhmithe agus an Aonaid Chaighdeán chun deiridh, mar aon le cónascadh an Aonaid Cheadúnaithe Daoine Aonair leis an Aonad Oiliúna agus bhí seirbhísí tacaíochta á soláthar ag Gnóthaí Corparáideacha níos lú don Údarás. Cruthaíodh gur éirigh leis an athstruchtúró go dtí seo, laistigh de na teorainneacha ar acmhainní san Údarás, agus d'fheabhsaigh sé gné chomhtháite ár seirbhíse don phobal agus son earnáil slándála príobháidí. Ina theannta sin, cuireann sé an deis dár bhfoireann a dtaithe a fhairsingiú trí sheirbhís chuimsitheach a sholáthar do chonraitheoirí nó do dhaoine aonair atá ceadúnaithe ag an Údarás.

### **Athshannadh Foirne**

Arís eile in 2012, tugadh chun críche gach athshannta foirne a sainaitníodh agus chríochnaigh na meánbhainisteoirí agus na bainisteoirí sinsearacha an t-aistriú chuig a bhfeidhmeanna nua. Ag deireadh 2012, tá na baill foirne siúd comhtháite go hiomlán ina bhfeidhmeanna nua agus tá taithí níos fairsinge le sonrú i measc na foirne dá thoradh sin.

Fanann athshannadh baill foirne bhreise laistigh de thairseach na heagraíochta agus leanfaidh ár mbeartas soghluaiseacht foirne agus bonn fairsing a sholáthar de thaithí foirne isteach go dtí 2013 agus níos faide amach anseo.

### **Breisoideachas**

Spreagtar an fhoireann chun tabhairt faoi oideachas breise. Tacóidh an tÚdarás leis an bhfoireann seo trí na táillí a pháirtíoc agus freisin trí shaoire staidéir a cheadú. Tá gliondar croí orainn go bhfuil ball foirne amháin ag tabhairt faoi staidéir ar leibhéal clár Céime agus spreagaimid do dhaoine eile amhlaidh a dhéanamh.



## **Spríoc 6: An modh chun comhlíonadh caighdeáin cheadúnaithe a chruthú a athbhreithniú**

### **Samhail Deimhnithe**

Tar éis athbhreithniú a dhéanamh le linn 2011 agus 2012 ar an modh a chruthaítear comhlíonadh le caighdeáin cheadúnaithe, d'fhógair an tÚdarás go bhfuil sé beartaithe acu caidreamh níos foirmiúla a chruthú idir iad féin agus na comhlachtaí deimhnithe. Is é cuspóir an Údaráis chun feidhm rannpháirteach níos mó a bheith i ndearbhú cáilíochta na n-iniúchtaí comhlíonta ceadúnasbhunaithe.

D'fhorbair an tÚdarás struchtúr nua deimhniú comhlíonta a chuirfidh feabhas ar an gclár ceadúnaithe. I rith 2012, rinneadh socruithe nua conartha a dhréachtú agus a chur faoi bhráid ár gcomhairleoirí dlí. Tá plé ar siúl lenár gcomhairleoirí dlí go fóill agus tá sé beartaithe againn socruithe nua a thabhairt isteach le linn 2013.

In 2012, lean comhlachtaí deimhnithe le faisnéis a sholáthar don Údarás ar neamhchomhlíonadh a deimhníodh le linn iniúchtaí. Cé go bhféadfaí na saincheisteanna seo a réiteach chun shásamh na gcomhlachtaí tráchtála deimhnithe a chumasaíonn eisiúint ceadúnais, cuireann an tÚdarás san áireamh ina bpróifiliú foriomlán riosca den tionscal gur theip ar chuideachta cheadúnaithe ina gcomhlíonadh caighdeán. Cuireann torthaí iniúchta a chorprú isteach sa phróifíl riosca leis na sonraí próifíle a bhailítear ónar n-iniúchtaí féin, iniúchtaí na gCoimisinéirí Ioncaim ó fhoinsí eile. Ag féachaint chun cinn, cuirfidh an tsamhail riosca ar chumas an Údaráis spríoc a dhéanamh de chuideachtaí ag a bhfuil drochchaighdeáin le breis iniúchtaí agus déanfaidh sí iniúchtaí an Údaráis agus na costais bhainteacha ar an Údaráis ar chonraitheoirí ceadúnaithe comhlíontacha a íoslaghdú mura laghdaíonn sí iad.



**Mír 3:**

**Ár dTuarascáil Airgeadais**

## **Ráitis Airgeadais**

**An t Údarás Slándála Príobháidí**

**Don bhliain dar críoch an 31 Nollaig 2012**

## **AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ**

### **RÁITIS AIRGEADAIS DON BHLIAIN DAR CRÍOCH AN 31 NOLLAIG 2012**

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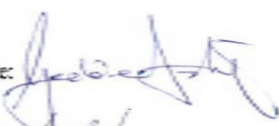
## AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ

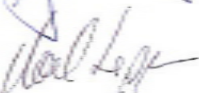
### RÁITEAS FHREAGRACHTAÍ BHAILL AN ÚDARÁIS

Ceanglaíonn Sceideal 1(4) den Acht um na Seirbhísí Slándála Príobháidí, 2004 agus ar an Údarás chun ráitis airgeadais a réiteach i gcibé foirm a cheadóidh an tAire Dlí agus Cirt agus Comhionannais. Agus na ráitis siúd airgeadais á réiteach, ceanglaítear ar an Údarás:

- Beartais chuí chuntasaíochta a roghnú agus iad a chur i bhfeidhm go comhsheasmhach.
- Breithiúnais agus meastacháin a dhéanamh atá réasúnta agus stuama.
- Na ráitis airgeadais a réiteach ar bhonn gnóthas leantach mura cuí a mheas go leanfaidh an tÚdarás i mbun feidhme.
- A lua cibé acu ar cloíodh nó nár cloíodh leis na caighdeáin infheidhme chuntasaíochta, faoi réir aon imeachtaí ábhartha arna nochtadh agus arna míniú sna ráitis airgeadais.

Tá an tÚdarás freagrach as leabhair chuí chuntasaíochta a choimeád ina nochtar ag aon am le cruinneas réasúnta suíomh airgeadais an Údaráis, agus a chuireann ar a gcumas cinntiú go gcomhlíonann na ráitis airgeadais Sceideal 1(4) den Acht um na Seirbhísí Slándála Príobháidí, 2004. Tá an tÚdarás freagrach, freisin, as rátháíocht a gcuid sócmhainní agus dá bhrí sin as bearta réasúnta a dhéanamh do chosc agus d'aimsiú caimiléireachta agus mírialtachtaí eile.

Chief Executive:  Date: 30/7/2013

Chairperson:  Date: 30/7/13

## **AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ**

### **AN RÁITEAS AR RIALÚ INMHEÁNACH AIRGEADAIS**

Ar son an Údaráis Slándála Príobháidí, aithnímid, leis seo, ár bhfreagracht lena chinntiú go bhfuil córas oiriúnach rialaithe inmheánaigh airgeadais i bhfeidhm san Údarás.

Táimid sásta go bhfuil na córais atá i bhfeidhm ag an Údarás réasúnta agus oiriúnach do thosca an Údaráis, ag cur san áireamh a mhéid, a leibhéal caiteachais, acmhainní foirne agus nádúr na n-oibríochtaí. Ní sholáthraíonn na córais dearbhráthaíocht i dtaca le hearráid ábhartha, áfach, agus ní féidir leo sin a dhéanamh.

Tá ag an PSA Cód Rialachais, a chuimsíonn treoirlínte na Roinne Airgeadais agus cuireadh Cód an PSA faoi bhráid an Aire Dlí agus Cirt agus Comhionannais.

Faigheann Bord an Údaráis tuairisc an Phríomhoifigigh Feidhmiúcháin a thugann cuntas mionsonraithe ar chaiteachas a thairfeadtar ar bhonn míosúil in éineacht le hioncam. Déanann an Bord seo a athbhreithniú ag gach cruinniú.

Déanann an tÚdarás na mórchinntí straitéiseacha agus tagann siad le chéile ag eatraimh rialta le monatóireacht a dhéanamh ar fheidhmíocht agus ar phleananna. Ní ghníomhaíonn an bhainistíocht fheidhmeannach laistigh den údarás a tharmligeann an tÚdarás dóibh chun éifeacht a thabhairt do bheartas agus do chinntí an Údaráis.

Tá an tÚdarás comhlíontach i leith gach treoirlíne ábhartha maidir le fáil agus tá siad ag cloí le gach ciorclán a bhaineann le húsáid éigeantach creat-chomhaontuithe agus conarthaí.

Ullmhaíodh agus cuireadh i bhfeidhm lámhleabhar gnáthaimh mionsonraithe. Tá ioncam faoi réir imréiteach iomlán agus nuair is féidir sin roinntear dualgais foirne go cuí, ag cur san áireamh na rioscaí a bhaineann leo agus an líon beag foirne. Tá na gnáthaimh shonracha seo a leanas i bhfeidhm le rialú éifeachtach airgeadais a sholáthar:

1. Tá gnáthaimh fhoirmeálta i bhfeidhm do cheannach gach earra agus gach seirbhíse, d'fhaomhadh sonrasc i dtaca le hearraí agus seirbhísí agus údarú i dtaca le hearraí agus seirbhísí. Treisíodh gnáthaimh sa chomhthéacs seo ó am go ham agus cuireadh i bhfeidhm na moltaí sin a d'eascair as iniúchtaí inmheánacha.
2. Ullmhaítear cuntais agus buiséid mhíosúla ar fud na bliana. Ar bhonn ráithiúil, déantar athbhreithniú ar chuntais bhainistíochta ag Bord an Údaráis. Feidhmíonn an tÚdarás córas ríomhairithe cuntasáochta, atá in ann raon leathan eolais airgeadais agus chuntasáochta a sholáthar.
3. Ullmhaítear buiséid i dtaca le gach bliain agus ullmhaítear ráitis mhíosúla ioncaim agus chaiteachais le comparáid a éascú le figiúirí buiséadta.

4. Tá gnáthaimh rialaithe airgeadais an Údaráis faoi réir athbhreithniú ag rannán iniúchta inmheánaigh na Roinne Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí. Chríochnaigh rannán iniúchta inmheánaigh na Roinne Dlí agus Cirt agus Comhionannais iniúchadh ar an PSA in Eanáir 2013, a chuir deimhniú dearfach ar fáil maidir leis an Oifigeach Cuntasaíochta agus don PSA maidir le leordhóthanacht agus le héifeachtacht an chórais fhoriomláin rialuithe inmheánacha airgeadais atá i bhfeidhm.

5. Rinneadh an straitéis bainistíochta riosca a chur i bhfeidhm agus rinneadh monatóireacht uirthi trí Chlár Bainistíochta Riosca. Déantar athbhreithniú ar an gClár mar bhuancheist ag gach cruinniú de chuid an Bhoird.

6. Tá ag an Údarás Coiste Iniúchta, a dhéanann athbhreithniú ar obair iniúchta inmheánaigh agus ar an litir bhainistíochta ón Ard-Reachtair Cuntas agus Ciste agus ar an bhfreagairt bhainistíochta. Casann siad le hOifig an Ard-Reachtair Cuntas agus Ciste (in éagmais bainistíochta, nuair is gá) chun plé a dhéanamh ar thoradh an iniúchta sheachtraigh.

Dearbhaím nár thug an Bord faoi athbhreithniú ar éifeachtacht an chórais rialaithe inmheánaigh airgeadais mar gheall gur tháinig deireadh lena dtéarma an 4 Nollaig 2012. Ceapfar an Bord nua faoin tréimh ráithe in 2013 agus ceapfar Coiste Iniúchta nua a luaithe a bhíonn an Bord i bhfeidhm.

Chief Executive:		Date:	30/01/2013
Chairperson:		Date:	30/1/13

## **AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ**

### **AN RÁITEAS AR BHEARTAIS CHUNTASAÍOCHTA**

#### **BONN NA CUNTASAÍOCHTA**

Ullmhaíodh na ráitis airgeadais de réir mhodh fabhraithe na cuntasáíochta, seachas sna cásanna a dhearbhaítear thíos, agus de réir prionsabail chuntasáíochta a nglactar leo go ginearálta, faoi choinbhinsiún an chostais stairiúil agus san fhoirm a cheadaíonn an tAire Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí. Glacann na comhlachtaí aitheanta cuntasáíochta leis na Caighdeáin Tuairiscithe, de réir mar a bhíonn siad oibríochtúil.

#### **IONCAM**

Tugtar tuairisc ar ioncam deontais ón Roinn Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí agus ar ioncam táille ceadúnais ar bhonn an airgid a fuarthas. Cé go n-eisítear ceadúnais do thréimhse a shíneann níos faide ná 12 mhí, áirítear ioncam ó tháillí sa bhliain ina bhfaightear an t-airgead.

#### **CAITEACHAS**

Próiseálann an Roinn Dlí agus Cirt agus Comhionannais caiteachas, lena n-áirítear an párolla, agus déantar é a thaifeadadh sna ráitis airgeadais ar bhonn íocaíochtaí airgid.

#### **SÓCMHAINNÍ SEASTA AGUS DÍMHEAS**

Léirítear sócmhainní seasta ar costas, nó ar luach measta margaidh, lúide dímheas carntha.

Dímheastar sócmhainní seasta ar bhonn líne dhíreach thar a saolré mheasta úsáide ag tosú sa mhí a chuirtear an tsócmhainn chun seirbhíse.

Troscán	10%
Trealamh oifige	20%
Trealamh TF	20%





## AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ

### AN CUNTAS IONCAIM AGUS CAITEACHAIS DON BHLIAIN DAR CRÍOCH AN 31 NOLLAIG 2012

	Nótaí	€	2012 €	€	2011 €
<b>IONCAM</b>					
Deontais an Oireachtais	1		2,129,768		2,040,688
Táillí Ceadúnais	2		<u>2,969,517</u>		<u>2,234,519</u>
			<b>5,099,285</b>		4,275,207
Aistriú ó Cuntas Caipitil	6		<u>31,342</u>		<u>84,668</u>
			<b>5,130,627</b>		<b>4,359,875</b>
 <b>CAITEACHAS</b>					
Costais Foirne	3	1,635,984		1,656,734	
Riarachán	4	<u>512,314</u>		<u>453,348</u>	
		<b>2,148,298</b>		<b>2,110,082</b>	
Glanioncam			<b>2,982,329</b>		2,249,793
Ranníocaíocht leis an Státhiste			<u>2,789,100</u>		<u>2,207,337</u>
<b>Barrachas don tréimhse</b>			<b>193,229</b>		42,456
<b>Barrachas a tugadh anonn</b>			<b>149,890</b>		107,434
<b>Barrachas amhail an 31 Nollaig</b>			<u><b>343,119</b></u>		<u>149,890</u>

Cruthaíonn an Ráiteas ar Bheartais Chuntasaíochta agus Nótaí 1 go dtí 15 cuid lárnach de na ráitis airgeadais seo.

Chief Executive:  Date: 20/7/12  
 Chairperson:  Date: 30/7/12

Leathanach 6

## AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ

### CLÁR COMHARDAITHE AMHAIL AN 31 NOLLAIG 2012

	Nótaí	€	2012 €	€	2011 €
<b>SÓCMHAINNÍ INLÁIMHSITHE</b>					
Sócmhainní Seasta	5		17,427		46,126
<b>SÓCMHAINNÍ REATHA</b>					
Féichiúnaithe agus Réamhíocaíochtaí		13,672		8,483	
An Banc agus Airgead Tirim		334,860		154,819	
Stoc		<u>6,200</u>		<u>5,350</u>	
			354,732		168,652
<b>DLITEANAIS REATHA</b>					
Creidiúnaithe agus Fabhráithe		<u>11,613</u>		<u>18,762</u>	
			<u>11,613</u>		<u>18,762</u>
<b>GLANSÓCMHAINNÍ REATHA</b>			<u>343,119</u>		<u>149,890</u>
<b>GLANSÓCMHAINNÍ</b>			<u>360,546</u>		<u>196,016</u>
<b>DLITEANAIS FHADTÉARMACHA</b>					
Cuntas Caipitil	6		17,427		46,126
An Cuntas Ioncaim agus Caiteachais			<u>343,119</u>		<u>149,890</u>
			<u>360,546</u>		<u>196,016</u>

Cruthaíonn an Ráiteas ar Bheartais Chuntasaíochta agus Nótaí 1 go dtí 15 cuid lárnach de na ráitis airgeadais seo.

Chief Executive:  Date: 30/7/2013

Chairperson:  Date: 30/7/13

## AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ

### RÁITEAS AR SHREABHADH AIRGEADAIS DON BHLIAIN DAR CRÍOCH AN 31 NOLLAIG 2012

<b>Réiteach an bharrachais oibriúcháin go dtí glanairgead insreabhadh/(eis-sreabhadh) ó ghníomhaíochtaí oibriúcháin</b>	<b>2012</b>	<b>2011</b>
	€	€
Barrachas oibriúcháin don tréimhse	193,229	42,456
Dímheas Sócmhainní Inláimhsithe	35,652	84,854
Cailteanas ar Dhiúscairt Sócmhainní Seasta	233	237
Aistriú ón gCuntas Caipitil	(31,342)	(84,668)
(Méadú)/Laghdú ar Stoc	(850)	1,498
(Méadú)/Laghdú ar Fhéichiúnaithe agus Réamhíocaíochtaí	(5,189)	5,513
Laghdú ar Chreidiúnaithe agus Fabhráithe	<u>(7,149)</u>	<u>(22,660)</u>
<b>Glaninsreabhadh Airgid ó Gníomhaíochtaí Oibriúcháin</b>	<b>184,584</b>	27,230
<b>Glanchaiteachas Caipitil</b>		
Íocaíochtaí chun sócmhainní seasta inláimhsithe a fháil	(4,543)	(423)
<b>Méadú ar Airgead</b>	<b>180,041</b> =====	26,807 =====

### RÉITEACH GLANSREABHADH AIRGID GO DTÍ GLUAISEACHT I NGLANCHISTÍ/(GLANFHIACHAS)

	<b>2012</b>	<b>2011</b>
	€	€
Glanchistí amhail an 1 Eanáir	154,819	128,012
Glanchistí amhail an 31 Nollaig	<u>334,860</u>	<u>154,819</u>
Méadú ar Airgead	<u>180,041</u> =====	<u>26,807</u> =====

**Cruthaíonn an Ráiteas ar Bheartais Chuntasaíochta agus Nótaí 1 go dtí 15 cuid  
lárnach de na ráitis airgeadais seo.**

Chief Executive:  Date: 30/7/2013

Chairperson:  Date: 30/7/13

## AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ

### NÓTAÍ LEIS NA RÁITIS AIRGEADAIS DON BHLIAIN DAR CRÍOCH AN 31 NOLLAIG 2012

	2012 €	2011 €
<b>1. DEONTAS AN OIREACHTAIS</b>		
Vóta 24 – Ceart agus Dlí agus Comhionannas	<b>2,129,768</b>	2,040,688

Íocann an Roinn Dlí agus Cirt agus Comhionannais as tuarastail thar ceann an Údaráis.

### 2. TÁILLÍ CEADÚNAIS

Córas dhá bhliain atá i gceist leis an gcóras ceadúnaithe ina mbíonn tromlach mór na gconraitheoirí dlite lena n-athnuachan i mbliain 1 agus ina mbíonn tromlach mór na ndaoine aonair dlite lena n-athnuachan i mbliain 2. Is mó líon na n-iarratasóirí aonair ach cruthaíonn siad ioncam níos lú ó tháillí ceadúnais. Bíonn ioncam an Údaráis ó tháillí, ar an ábhar sin, athraitheach ar aon dul leis an gcóras ceadúnaithe.

Íoctar ioncam ó tháillí ceadúnais ar bhonn míosúil leis an Státchiste bunaithe ar shuimeanna a fhaigheann an tÚdarás sa mhí roimhe sin.

3. COSTAIS FOIRNE	2012 €	2011 €
Tuarastail agus pána	<b>1,572,090</b>	1,592,494
Taisteal agus cothabháil	<b><u>63,894</u></b>	<u>64,240</u>
	<b>1,635,984</b>	1,656,734

Bhí 36 Ball Foirne fostaithe ag an Údarás amhail an 31 Nollaig 2012 (2011:37).

## AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ

	2012	2011
	€	€
<b>4. RIARACHÁN</b>		
Costais oifige	<b>53,708</b>	61,406
Seirbhísí comhairleoireachta	<b>28,506</b>	24,289
Táillí bhaill an Údaráis	<b>58,140</b>	58,140
Costais dlí	<b>38,331</b>	83,772
Costais chumarsáide	<b>63,454</b>	50,349
Costais oiliúna	-	150
Costais cheadúnaithe	<b>59,083</b>	47,392
Fógraíocht	<b>98,567</b>	2,183
Dímheas	<b>35,652</b>	84,854
Táille iniúchta	<b>7,075</b>	6,225
Eile	<b>7,984</b>	4,350
Táille chuntasaíochta	<b>4,538</b>	4,613
Deisiúcháin agus cothabháil	<b>57,043</b>	25,388
Cailteanas ar dhiúscairt Sócmhainní seasta	<b>233</b>	237
	<b>512,314</b>	453,348

## AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ

### 5. SÓCMHAINNÍ SEASTA INLÁIMHSITHE

	<b>Troscán &amp; agus Feistis €</b>	<b>TF Trealamh €</b>	<b>Oifige Trealamh €</b>	<b>Iomlán €</b>
<b>COSTAS</b>				
Amhail an 1 Eanáir	7,454	582,500	43,956	633,910
Breisiúcháin	-	4,543	-	4,543
Coigeartú	-	22,211	2,139	24,350
Diúscairtí	-	(11,576)	-	(11,576)
<b>amhail an 31 Nollaig</b>	<b>7,454</b>	<b>597,678</b>	<b>46,095</b>	<b>651,227</b>
<b>DÍMHEAS CARNACH</b>				
Amhail an 1 Eanáir	3,525	547,387	36,872	587,784
Athrú don tréimhse	1,965	28,526	5,161	35,652
Coigeartú	(1,198)	22,905	-	21,707
Diúscairtí	-	(11,343)	-	(11,343)
<b>amhail an 31 Nollaig</b>	<b>4,292</b>	<b>587,475</b>	<b>42,033</b>	<b>633,800</b>
<b>GLANLUACH LEABHAR</b>				
<b>amhail an 31 Nollaig</b>	<b>3,162</b>	<b>10,203</b>	<b>4,062</b>	<b>17,427</b>
	=====	=====	=====	=====
<b>amhail an 1 Eanáir</b>	<b>3,929</b>	<b>35,113</b>	<b>7,084</b>	<b>46,126</b>
	=====	=====	=====	=====

Thug an tÚdarás faoi fhardal ar gach sócmhainn faoina seilbh in 2012. Léiríonn an coigeartú sócmhainní a fágadh ar lár roimhe seo ó chlár an Údaráis.

## AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ

### 6. CUNTAS CAIPITIL

	2012		2011	
	€	€	€	€
Iarmhéid Tosaigh		<b>46,126</b>		37,527
Coigeartú <sup>1</sup>		<b>2,643</b>		93,267
Ceannaigh shócmhainne seasta	<b>4,543</b>		423	
Diúscairt Sócmhainní Seasta	<b>(11,576)</b>		(7,404)	
Amúchadh	<b>(35,652)</b>		(84,854)	
An méid a scaoileadh ar diúscairt Sócmhainní Seasta	<b><u>11,343</u></b>		<u>7,167</u>	
Aistriú (chuig)/ón (31,342) gCuntas Ioncaim agus Caiteachais		<b><u>(31,342)</u></b>		<u>(84,668)</u>
Iarmhéid amhail an 31 Nollaig		<b><u>17,427</u></b>		<u>46,126</u>

<sup>1</sup> Léiríonn seo an glanchoigeartú a d'eascair ó athbhreithniú a dhéanamh ar an gclár sócmhainní seasta, amhail a léirítear i Nóta 5.

### 7. PINSIN

Rinneadh gach duine d'fhoireann an Údaráis a fháil ar iasacht ón Roinn Dlí agus Cirt agus Comhionannais. Comhlíonfar dliteanais phinsin na foirne siúd i Vóta 12 Aoisliúntais agus Liúntais Scoir agus ní dhearnadh aon soláthar sna ráitis airgeadais seo maidir leis na costais seo.

### 8. BORD ACHOMHAIRC NA SLÁNDÁLA PRÍOBHÁIDÍ

Bunaíodh Bord Achomhairc na Slándála Príobháidí chun éisteacht le hachomhairc i leith chinntí an Údaráis agus chun iad a dheimhniú. Is éard atá sa Bhord Achomhairc triúr ball agus Cathaoirleach. Ceapann an Rialtas an Bord Achomhairc agus tá sé neamhspleách ar an Údarás. Íocann an Roinn Dlí agus Cirt agus Comhionannais as na costais a thabhaíonn an Bord agus ní léirítear iad i ráitis airgeadais an Údaráis.

## AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ

### 9. TOBHACH PINSIN

Is iad costais tuarastail a áirítear sa chuntas seo na hollchostais a bhfuil ar an Údarás íoc astu don tréimhse. Íocann an Roinn Dlí agus Cirt agus Comhionannais as tuarastail thar ceann an Údaráis. Déanann an Roinn laghduithe ar an tobhach pinsin, i gcomhréir le hAlt 2(3) den Acht um Beartha Éigeandála ar Mhaithe le Leas an Phobail, 2009 (Uimh. 5 de 2009), agus coimeádann siad iad mar Leithreasaí i gCabhair don Roinn sin.

B'ionann seo agus (€88,173 in 2012) (2011: €90,220).

### 10. LEAS BHAILL AN ÚDARÁIS

Ghlac an tÚdarás le nósanna imeachta i gcomhréir leis na treoirlínte a d'eisigh an Roinn Airgeadais maidir le nochtadh leasa ag baill agus cloíodh leis na nósanna imeachta siúd i rith na bliana. Níorbh aon idirbheartaíochtaí sa bhliain maidir le gníomhaíochtaí an Údaráis ina raibh aon leas tairbhiúil ag baill.

### 11. NÓTA CÓIRÍOCHTA

Oibríonn an tÚdarás ó chóiríocht ag Sráid an Dáibhise, Baile Thiobraid Árann, a chuireann Oifig na nOibreacha Poiblí ar fáil saor in aisce.

### 12. TÁILLÍ BHAILL AN BHOIRD

Íocadh táillí €58,140 le baill an bhoird maidir le 2012 (2011: €58,140) mar seo a leanas:

	<b>2012</b>
<b>Ainm</b>	<b>€</b>
Ronan King (Cathaoirleach)	11,970
Ann Reid	7,695
Bill Brown	7,695
Kevin McMahon	7,695
Martin Stairs	7,695
Michael O'Keeffe	7,695
Ronan Maguire	<u>7,695</u>
	<b><u>58,140</u></b>

Íocadh táillí taistil agus cothabhála €4,785 le baill den bhord maidir le 2012 (2011: €4,915) i gcomhréir le rátaí taistil agus cothabhála na státseirbhíse.



### **13. LUACH SAOTHAIR AN PHRÍOMHFHEIDHMEANNAIGH**

Is éard a bhí i luach saothair an Phríomhfheidhmeannaigh le haghaidh 2012, buntuarastal bliantúil €111,828 (2011: €113,922). Anuas air sin, fuair an Príomhfheidhmeannach €7,376 maidir le costais taistil agus cothabhála in 2012 (2011: €7,754) i gcomhréir le rátaí taistil agus cothabhála na státseirbhíse. Ní sháraíonn na teidlíochtaí pinsin na teidlíochtaí caighdeánacha scéim aoisliúntais shochair shainithe de chuid na hearnála poiblí. Ní dhearnadh aon íocaíochtaí feidhmíocht bhunaithe in 2012.

### **14. TÁILLÍ FORFHEIDHMITHE**

B'ionann táillí forfheidhmithe le haghaidh neamhchomhlíonadh rialacháin an Údaráis agus €350 in 2012 (2011: €9,837). Tá cuntas ar na táillí seo in ioncam ó tháillí ceadúnais.

### **15. FAOMHADH NA RÁITEAS AIRGEADAIS**

30 24 2012



# Aguisíní

## AGUISÍN 1

### Cairt Eagrúcháin

<b>Cairt Eagrúcháin don Údarás Slándála Príobháidí amhail an 31/12/2012</b>			
<b>Geraldine Larkin Príomhoifigeach Feidhmiúcháin</b>			
<b>Gnóthaí Corparáideacha agus Oiliúna</b>	<b>Ceadúnú Daoine Aonair</b>	<b>Ceadúnú Conraitheoirí agus Stiúrthóireacht Chonraitheoirí</b>	<b>Caighdeán agus Cumarsáid</b>
<i>Seirbhísí Corparáideacha/ Cóiríocht/ Riarachán/ Airgeadas  Forbairt Oiliúna</i>	<i>Ceadúnú Daoine Aonair</i>	<i>Ceadúnú Conraitheoirí agus Comhlíonadh Conraitheoirí</i>	<i>Forbairt Caighdeán  Cumarsáid</i>
Pat Gooley Josephine Crowe Breda Burke Norah Lonergan Kathleen McGlynn George O'Neill	Seamus Burke Siobhán Carew Mary Rose Kinane David McGuinness Breda Ryan Kathleen Ryan Bernie Ryan Noreen Hogan Anne Breheny Nano Ryan Mary Ryan Maria Cagney Eilish McCormack	Maeve Hogan Paul Scallan Rosie Cunningham Jerry Cotter Patricia Quirke Margaret Donovan Lynda O'Sullivan Ann Lonergan Liz Maher Kay McAuliffe Edward Gannon Joseph Reilly Damien Travers	Jim O'Neill Mary Davern Sandra Quirke

## AGUISÍN 2

### Tuarascáil Fuinnimh

#### Forbhreathnú ar Úsáid Fuinnimh in 2012

Seanfhoirgneamh athchóirithe is ea foirgneamh an Údaráis a chomhlíon roinnt feidhmeanna sna 100+ bliain atá sé tógtha, lena n-áirítear feidhmiú mar bheairic RIC, oifigí Rialtais agus Stáisiún Gardaí.

In 2012, ba iad go fóill foinsí na príomhúsáide fuinnimh san Údarás ola téimh agus leictreachas do shoilsiú agus d'úsáidí eile, amhail a bhí an cás in 2011. D'aistrigh an tÚdarás chuig a bhfoirgneamh reatha in 2008 agus dearadh an foirgneamh agus aird ar éifeachtúlacht fuinnimh. Is iad na bolgáin solais a úsáidtear bolgáin atá coigilteach ar fhuinneamh agus tógadh agus suiteáladh Córas Bainistíochta Foirgneamh (BMS) atá éifeachtúil agus nua-aimseartha sular aistrigh an tÚdarás chuig an bhfoirgneamh. In 2012, d'fheabhsaigh an rátáil Fuinnimh don fhoirgneamh ó rátáil C2 in 2011 go dtí rátáil C1, atá os cionn an mheáin le haghaidh a leithéid d'fhoirgnimh den saghas seo, agus léiríonn seo tiomantas an Údaráis do chlár coigilte fuinnimh an Rialtais le haghaidh fhoirgnimh an Rialtais.

Cuimsítear thíos úsáid bhliantúil fuinnimh fhoirgnimh an Údaráis i gcomparáid leis an ngnáthúsáid fuinnimh i gcás a leithéid d'fhoirgneamh sa tábla thíos:

<i>An Foirgneamh Seo</i>	
Neamhleictreach (kWh/m <sup>2</sup> /yr)	Leictreach (kWh/m <sup>2</sup> /yr)
109	124
<i>A leithéid d'Fhoirgneamh den Saghas Seo</i>	
Neamhleictreach (kWh/m <sup>2</sup> /yr)	Leictreach (kWh/m <sup>2</sup> /yr)
197	256

Lean an Fhoireann Fuinnimh le tionscnaimh choigilte fuinnimh a chomhlíonadh agus a thabhairt isteach in 2012 mar chuid den tionscnamh “Optimising Power @ Work” atá á reáchtáil ag Oifig na nOibreacha Poiblí. Níl aon áis ag an Údarás chun úsáid a bhaint as breoslaí in-athnuaite.

### **Gníomhartha faoinar tugadh in 2012**

Is éard atá san Fhoireann Fuinnimh an tOifigeach Fuinnimh agus triúr ball foirne eile. Mar gheall ar an dul chun cinn a rinneadh in 2011, thit cruinnithe amach gach mí le linn mhíonna an gheimhridh, seachas gach coicís agus thug siad faoi líon tionscnamh ina mbeadh an fhoireann rannpháirteach i bhfuinneamh a shábháil ar fud an fhoirgnimh.

Is é cuspóir an Údaráis go fóill chun úsáid a laghdú d'fhigiúirí dúbailte i dtaobh céatadáin de. Beidh seo ina dhúshlán mór i bhfianaise na dea-rátála fuinnimh agus na n-ábhar coigilte fuinnimh a úsáideadh cheana féin san fhoirgneamh.

### **Gníomhartha atá ar na bacáin le haghaidh 2013**

Leanfaidh an Fhoireann Fuinnimh le bealaí nua a aimsiú chun ár n-úsáid fuinnimh a laghdú in 2013 agus leanfaidh siad ag dlúthoibriú le hOifig na nOibreacha Poiblí. Sa chás go nglacaimid leis nach mbuailfear sinn le geimhreadh dian, táimid muiníneach gur féidir coigiltí a bhaint amach, ach mar gheall ar na hiarrachtaí atá déanta go dtí seo, mar aon leis na hábhair agus an trealamh atá éifeachtúil i dtaobh fuinnimh atá laistigh den fhoirgneamh, bheadh an chuma air go bhfuil tromlach na gcoigiltí bainte amach againn cheana féin. Ba í rannpháirtíocht thiomanta fhoireann an Údaráis an phríomhchúis leis an rátáil spreagúil fuinnimh a bhain an tÚdarás. Leanfaidh seo ar aghaidh in 2013 agus dá éis sin.