



An tÚdarás Slándála Príobháidí
The Private Security Authority

ANNUAL REPORT 2011

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Foreword by Ronan King, Chairperson of the Private Security Authority

I am pleased to introduce the 2011 Report of the Private Security Authority. 2011 marked the first year of our new strategy for the period 2011 to 2013 and of our new Mission Statement. That Mission Statement commits the Authority to regulate the activities of those involved in the private security industry to ensure that the interests of consumers are fully protected through, promotion, monitoring, and enforcement of licensing requirements. Our objective for the year was to build on our existing regulatory success from the previous strategy by maintaining standards in existing licensed sectors and extending licensing to remaining sectors not yet licensed.

Critical to developing our core objective was the introduction of licensing of staff working in Cash in Transit companies and CCTV installation. The enactment of amending legislation unblocked a number of obstacles for the PSA. I want to acknowledge the role of the Minister for Justice and Equality in addressing these issues so early in his term of office. The amendments will simplify certain aspects of our processing and enable us to issue licences more efficiently. The amendments will also facilitate the PSA contracting additional resources to support and complement our existing enforcement resources.

Unfortunately a delay in finalising secondary legislation setting out the criteria for licensing prevented the Private Security Authority from realising its target for licensing new sectors in 2011. While there are pressures throughout the entire public service these regulations are critical to our future work. I am confident that the regulations will be enacted in early 2012 enabling the PSA to launch licensing of these sectors during the year.

Continued collaboration with An Garda Síochána and the Revenue Commissioners underpins the work of the PSA and is critical to our objective monitoring and enforcement of the small minority who do not maintain licensing standards. I want to acknowledge the role played by these partners which ensures the most efficient deployment of State resources in the industry.

Externally, the difficult economic climate means that more than ever there is potential for a greater role to be played by the private security industry in taking on additional responsibilities as has occurred in other jurisdictions. The PSA will support any initiatives in this area to ensure that the industry is operating at the highest level required to give confidence to consumers as to the quality of service delivery.

Finally I would like to acknowledge the ongoing commitment of fellow Board Members and our executive in delivering on the vision of our new Strategy statement.



Introduction by Geraldine Larkin, Chief Executive Officer

I am delighted to introduce the PSA Annual Report for 2011. The year was marked by continuing financial pressure for both the industry and the PSA. That being the case the PSA and the security industry have continued to work together to maintain and where possible improve the standards of service delivery throughout the industry.

The combined efforts of the PSA working with the industry and our wider stakeholders showed compliance rates improving even further in 2011 with 100% of all guarding contractors now licensed. On the individual licensing side, 95% of all individuals working in either door supervisory or security guarding roles are now licensed. This report provides examples of the types of compliance, enforcement and prosecution work necessary to achieve this goal.

Critical to our success is the co-operation with other State Agencies in particular An Garda Síochána and the Revenue Commissioners. This partnership was successful in bringing a number of prosecutions for unlicensed service provision. It also identified cases of staff being paid in cash, thereby undermining legitimate operators who comply with all standards.

Not all cases lead to immediate prosecutions and where breaches are found the PSA ensures lapses are corrected and maintained through a programme of ongoing monitoring. In 52 contractor cases during 2011 the PSA was not satisfied with standards being maintained and licences were either suspended or revoked. A further 40 individual licences were either suspended or revoked for failure to adhere to licensing criteria.

Operationally during the year the PSA introduced greater streamlining of our systems resulting in faster processing of individual licence applications, thereby in turn reducing the number of queries into our licensing staff, releasing further resources to work on licence issue. This work will continue during 2012 as the PSA is committed to minimising the time taken to process a

licence while at the same time ensuring that we fully discharge our responsibilities in determining whether an applicant is fit and proper to work in the industry.

The instalment arrangement for payment of fees by smaller contractors now in place for over twelve months is working well. The PSA attributes an increase in the renewal of contractors' licenses, particularly intruder alarm installation licenses to the success of this facility. It is intended to continue this arrangement into 2012.

2011 also saw even closer co-operation with An Garda Síochána and a very useful conference was held in the Garda College, Templemore between the Gardaí and PSA staff. The purpose of this conference was to build on existing operations, update existing information and generally support and develop the PSA / Garda relationship. I want to thank in particular our Garda colleagues for their ongoing help and assistance in effectively addressing the small minority of non-compliant security providers and staff.

As always the work of the PSA is grounded and directed by the Board of the PSA under the Chairmanship of Mr Ronan King. The variety of expertise of Board members continues to be an invaluable resource to the Authority in delivering on our statutory mandate.



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. PSA 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

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 PSA's functions and any developments that would assist in developing policy.

In this way the PSA 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 PSA 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 it sets out the work to be done to commence regulation and draws on the experiences of the past five 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 PSA 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

Licensing Division is responsible for the administration of the Authority's licensing regime incorporating both contractor and individual licensing. Our aim is to administer the Authority's licensing system in a highly efficient manner and to meet the legitimate needs of all our stakeholders. We deliver our service in line with the goals set out in the Authority's Strategic Plan 2011 – 2013.

Review

Once again, Licensing Division had an eventful year in 2011 with volumes in both contractor and individual licensing exceeding start of year estimates. In February, a survey of contractors in the security guarding sector was undertaken while in May a fee for the issuing of duplicate licences and identity cards was introduced. The end of the year saw changes to how we process contractor renewals while the busiest period in the cycle of individual licensing commenced as we prepared for the expiry of almost 9,000 licences in January and February 2012.

This year saw the second round of renewals of 190 contractors who were first licensed in 2007 together with the renewal of 87 contractors licensed for the first time in 2009. A total of 316 renewals and first time applications were received during the year bringing to 2,649 the total number of applications received since licensing commenced in 2006.

Individual licensing reached a new milestone in 2011 with 27,860 licences in circulation at the end of the year, the highest number ever. The volume of first time applications remained strong during the year with 5,475 received. In total, 12,179 individual applications (first time and renewals) were received compared to 13,715 in 2010. Taking into account the two year licence cycle and the fact that two thirds of the current licence stock falls for renewal in 2012 (similar to 2010) this is a remarkable figure.

Licensing fees for the year totalled €2,224,682 with €1,461,232 relating to individual licensing and contractor licensing accounting for €763,450. The corresponding figure in 2010 was €2,739,903. The difference is accounted for by the two year licence cycle with 2010 and 2012 having a larger volume of renewals.

General Responsibilities

Licensing Division issues the Authority's licences and is responsible for ensuring that all applications meet the requirements of licensing. The processing of applications is the key function of the division and two types of licence are issued:

- Contractor Licences are required by companies, partnerships and sole traders providing security services in the Republic of Ireland,
- Individual Licences are required by all those working in the security sector within the state whether employed by a licensed contractor or directly by a business as in house security personnel.

Both types of licence are valid for a period of 2 years.

The division also plays a role in monitoring licence holders to ensure that they continue to observe the requirements of licensing throughout the life of the licence. The division is also responsible for the administration of the Authority's IT databases and manages the Authority's telephone system and reception area.

Licensing - Contractors

Employment and Turnover

There are currently 741 contractors who are licensed to provide security services in 5 sectors. Employment by these contractors stands at 19,313 (2010: 20,352) while the combined turnover as disclosed in application forms exceeds €525 million (2010: €573 million).

Employment and Turnover by Sector for Licensed Contractors

Sector	Turnover (€)	Employee Numbers
Door Supervisor	15,496,000	1,873
Security Guard (Static)	286,578,000	14,485
Security Guard (Monitoring)	34,531,000	422
Installer(Intruder Alarms)	122,599,000	1,713
Cash In Transit	66,239,000	820
Total	525,443,000	19,313

Based on data supplied in Application Forms

Application Processing

During the year a total of 316 contractor applications were received comprised of 93 first time applications and 223 renewal applications. This brings to 2,649 the total number of applications received since contractor licensing commenced in 2006. 54(17%) of the applications received were rejected on receipt as invalid because all necessary documentation was not lodged. 47 of these applications were re-lodged as valid applications leaving 7 cases rejected at the end of the year. A further 8 applications were refused after failing to meet the requirements of licensing.

New Contractor Applications by Sector in 2011

Sector	Applications Received
Door Supervisor	8
Security Guard (Static)	26
Security Guard (Monitoring)	3
Installer(Intruder Alarms)	61
Cash In Transit	0
Total	98

**Contractors may apply for more than one sector*

The licences of 277 contractors expired during the year including 190 contractors who were renewing for the second time. 60 (22%) of these failed to renew their licence by the end of the 2011 this compares with 21% in 2010.

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 division hasn't confirmed the reason for the non renewal the case is referred to the Authority's Enforcement Division to ensure that the contractor is not continuing to trade.

Breakdown of Contractors who failed to renew licence in 2011 by sector

	Door Supervisor	Security Guard (Monitoring)	Security Guard (Static)	Installer (Intruder Alarms)	Cash In Transit	Total
No. of Non-Renewal	5	1	9	48	0	63
REASONS FOR NON-RENEWAL						
Industry Consolidation	0	0	0	0	0	0
Ceased Trading	5	0	8	31	0	44
New Entity	0	0	0	0	0	0
Under Investigation	0	1	1	17	0	19
TOTAL	5	1	9	48	0	63

**Contractors may operate in more than one sector*

The volume of 2011 licences renewed after the expiry date stands at 31% up from 26% in 2010. In addition, 19 applications to renew licences which expired in 2010 were received during 2011. The late renewal of licences creates additional demands on the division's resources and the Authority continues to seek ways of addressing this issue.

In December, following the enactment of the Civil Law (Miscellaneous Provisions) Act 2011, the Authority introduced changes to the issuing of contractor renewal licences. The issue date for all renewal licences is now the day after the expiry date of the previously held licence irrespective of when a decision on the application is made. The change ensures that there is no interruption in the life of a licence.

Contractor Licences Issued at 31/12/ 2011

Sectors	Number of Contractors
Intruder Alarm	469
Security Guard (Static)	163
Door Supervisor/Security Guard (Static)	53
Security Guard (Monitoring)	15
Door Supervisor	8
Security Guard (Monitoring)/Intruder Alarm	8
Cash-In-Transit	8
Security Guard (Static)/Intruder Alarm	7
Security Guard (Static)/Security Guard (Monitoring)	4
Door Supervisor/Security Guard (Static)/Intruder Alarm	3
Security Guard (Static)/Security Guard Monitoring)/Intruder Alarm	2
Door Supervisor/Security Guard (Static)/Security Guard (Monitoring)/Intruder Alarm	1
Total	741

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. 59 contractors applied for and were granted the instalment arrangement during 2011 bringing to 78 the number granted since the scheme was introduced.

Instalment Arrangements Granted by Sector

Sector	Number
Alarm Installers	71
Security Guard (Static)	1
Security Guard (Monitoring)	1
Door Supervisor	1
Security Guard (Static) & Door Supervisor	4
Total	78

75 of the 78 contractors granted an arrangement continue to operate. 1 ceased trading subsequent to the last instalment being paid. Another ceased trading 8 months after the licence issued and before the final payment was made and one had their licence revoked after failing to pay the final instalment.

Following a review of the scheme in October the Authority deemed it to be a success and it has been decided to continue the scheme beyond the initial 12 month trial period. The scheme has contributed to the reduction in the non-renewal rate among contractors, improved our fee income, eliminated enquiries on the matter and satisfied the requirements of both the Authority and licence holders.

Comparison of Number of Licences Issued for each sector at the end of each year since 2006

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

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 Division reviews the compliance status of contractors throughout the licence cycle. 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 13 contractors had their licences revoked, while 1 contractor licence was suspended for a period. In addition, 1 Reprimand Notice was issued to a contractor during the year for a breach of licensing regulations.

All of the licences revoked in 2011 related to Installer (Intruder Alarm) licences following the failure of the contractors to provide the Authority with evidence that they held a current valid standard.

Appeals

The Private Security Appeal Board received 9 contractor appeals against a decision of the Authority in 2011 bringing to 48 the total number of contractor appeals received to date. 3 of the appeals related to decisions to refuse the application, 4 related to revoking the licence and 2 were in connection with the suspension of a licence.

Status of Contractor Appeals by Sector at 31/12/2011

Sector	Appeals Lodged	Decision Upheld	Decision Overturned	Outcome Awaited
Door Supervisor	6	3	1	2
Security Guard (Static)	17	8	6	3
Security Guard (Monitoring)	0	0	0	0
Installer (Intruder Alarm)	31	14	12	7
Total*	54	25	19	12

* Six appeals relate to applications in two sectors which bring the total to 39

Exemption Order for Alarm Installers

Since September 2007 new entrants into the Installer (Intruder Alarm) sector can apply for an Exemption Order which allows the applicant 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 2011, the division issued 35 exemptions compared to 59 in 2010. A total of 211 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 22 exemptions still in operation at the end of the year.

Status of Installer Exemptions issued up to 31/12/2011

Total Installer Exemptions Issued	211
Licences Issued	159
Licences Refused	17
Licence Applications Withdrawn	13
Exemptions Currently Issued	22

The Authority plans to replace the exemption for installers with a new temporary licence following the provision for temporary licences in the Civil Law (Miscellaneous Provisions) Act 2011. 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. Draft regulations allowing for the introduction of temporary licences are currently with the Attorney Generals Office.

Judicial Reviews

In 2010 a judicial review was taken by a contractor against the Private Security Appeal Board and the Authority was a notice party in the proceedings. The application was refused by the Authority in accordance with section 22(3)(b)(i) of the Act on the grounds that a person connected with the contractor was not a fit and proper person to provide a security service. The Appeal Board upheld the Authority's decision.

On 28 January, 2011 the High Court delivered an ex tempore judgement on the case brought by the contractor. The Court decided in favour of the Private Security Appeal Board. Costs were not awarded in this case.

Status of Contractor Licence Applications Received at 31st December 2011

Application Status	DSP	Security Guard (Monitoring)	Security Guard (Static)	Installer (Intruder Alarms)	Cash In Transit	All Sectors
Licence Issued	65	30	233	490	26	844
Application Cancelled	18	2	55	28	0	103
Licence Revoked	5	0	17	30	0	52
Suspended	1	0	1	0	0	2
Refused	14	2	45	84	4	149
Rejected	19	5	27	31	0	82
Withdrawn	9	1	17	38	0	65
Incomplete	7	0	11	28	0	46
Total	138	40	406	729	30	1,343

The numbers of applications and licenses refer to applications received or licenses 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. Excludes details of licences that have expired.

Licence Cancelled refers to contractors who have ceased trading and their licence has been cancelled. Revoked licences refer to licensees who have failed to comply with licensing regulations and have had their licence revoked.

Licensing - Individuals

Application Processing

2011 marked another significant year for individual licensing with the number of licences in circulation reaching a new high in September and continuing to increase for the remainder of the year with 27,860 licences issued on the 31st December. This represented an increase of 10% on the number of licences in circulation at the start of the year and an increase of over 900 on the previous high of 26,942. The increase in licences issued is a result of the continuing strong intake of first time applications with 5,475 being received during the year.

Comparison of Number of Licences issued at 31/12/2009, 2010 & 2011

CATEGORY	2009	2010	2011
Door Supervisor (Licensed Premises)	6,873	5,979	6,283
Security Guard (Static)	18,295	16,421	17,599
Door & Static	1,774	2,952	3,978
Total	26,942	25,352	27,860

The renewal rate for 2011 was 47%, well below the 2010 rate of 60%. By the end of the year 4,240 of the 8,984 licences which had expired had been renewed. In volume terms the bulk of licences fall for renewal in 2012 with 65% of all licences due for renewal next year. Careful monitoring of the renewal rate will be required during 2012.

In addition, 636 applications were received to renew licences which expired in 2010 including 137 applications for licences which expired in January 2010. This brought the 2010 renewal rate to 64% up from 60% at the start of the year.

The 2010 renewals, added to the 1,581 (37%) of 2011 renewal applications received after the licence expiry date (38% in 2010) increases the pressure on the resources of the individual licensing unit. New measures to process late renewals will need to be considered to reduce the increasing pressure on the unit from this work.

Impact of Licence Expiring and Licences Issuing in 2011

Renewal Month	Licences Expired	Licences Renewed	First Time Licences Issued	Total Licences Issued	Variation: Licences Issued Over Licences Expired
February	1,720	850	1,989	2,839	1,119
March	1,291	651	832	1,483	192
April	1,053	543	216	759	-294
June	2,007	952	970	1,922	-85
August	1,195	560	1,311	1,871	676
October	1,093	472	663	1,135	42
Nov	625	214	671	885	260
Total	8,984	4,242	6,652	10,894	1,910

Despite the fall of the 2011 renewal rate to 47% the table above shows that the volume of first time licences has offset the drop in licences not renewed. By the end of the year the number of new licences issued exceeded the number of licence not renewed by 1,910.

The busiest renewal period in the two year licence cycle will occur in January and February 2012 and we have been receiving applications for the renewal of 2012 licences since October. In total, 12,179 individual licence applications were received in 2011 comprising of 5,475 first time applications and 6,704 renewal applications.

There was a marked increase in the number of applications rejected on receipt as applicants failed to include all necessary documentation with their application. Over 2,700 applications were rejected in 2011 compared to 698 in 2010. The reason for the increase has been the stricter enforcement of procedures by the Authority and while this has led to an increase in the number of applications rejected it has contributed to improving overall processing times and reducing the number of applications on hand at the end of the year.

Processing of Applications 2011

	Applications
Applications on hand at 01/01/2011	1,981
Applications Received in 2011	12,179
Applications Finished	13,356

Applications on hand at 31/12/2011 <i>Comprising of</i> <i>Completed Applications: 752</i> <i>Incomplete Applications: 52</i>	804
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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 is greatly influenced by the vetting process. In November 2010 the Authority funded the recruitment of a temporary staff member in the Garda Central Vetting Unit for a 6 month period. This investment saw vetting times for the year range from 19 days to 45 days compared to a range of 43 days to 94 days in 2010. Due to the success of this initiative the contract for the staff member was extended for 6 months up to November 2011. Resources were not available to extend the initiative beyond November 2011 and the Authority has been discussing alternative measures with the Vetting Unit.

The measures outlined saw average processing times for first applications go from 76 days in 2010 to 41 days in 2011 while processing times for renewals went from 14 days in 2010 to 7 days in 2011. The combined average processing time now stands at 23 days, half the 2010 average.

The division issued 377 duplicate licences and identity cards in 2011 a reduction of 30 on the 2010 figure. Since May 2011 the Authority has been charging a fee of €20 for the issuing of duplicate documents and this has resulted in receipts of €3,020 in 2011.

Status of Individual Licence Applications Received at 31st December 2011

APPLICATIONS STATUS	DOOR SUPERVISOR	SECURITY GUARD (STATIC)	TOTAL
Licence Issued	10,261	21,577	31,838
Refused	1,374	3,815	5,189
PSA Revoked	13	18	31

Withdrawn	117	213	330
Application Cancelled	20	38	58
Suspended	5	4	9
Incomplete	28	42	70
Completed	388	594	982
Total	12,206	26,301	38,507

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 2011, 9 individuals had their licence suspended for breaches of licensing regulations while 7 licences were revoked due to criminality related issues.

Refusals and Appeals

The division refused 99 individual applications in 2011 compared to 158 applications in 2010 and 1,714 in 2009. As in 2010 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 77% of refusals up from 56% in 2010. Most of these cases related to criminal convictions or court cases pending.

There were 21 appeals against the Authority's decision to refuse to grant a licence lodged with the Private Security Appeal Board during the year together with 3 appeals against decisions to revoke licences and 3 cases against decisions to suspend licences. A total of 295 appeals have been lodged since licensing commenced and at the end of the year 32 appeals awaited a determination by the Appeal Board.

Status of Individual Appeals at 31/12/2011

Appeals Lodged	295
Decision Upheld	95
Decision Overturned	167
Outcome Awaited	32

Goal 2: Ensuring compliance with licensing requirements

The PSA continued to use all its powers in 2011 to fulfill its enforcement role as set out in Goal 2 of the PSA's Strategy Statement 2011-2013. It fulfilled its role by monitoring those who are licensed and taking action against those in breach of the Private Security Services Acts 2004 and 2011. The PSA brought 10 successful prosecutions through the Courts in 2011.

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

- those contractors and individuals providing unlicensed security services;
- those employing unlicensed security providers including individuals;
- those who are licensed to ensure that licensees are operating within the remit of their licence and are adhering to the appropriate standards.
- those not complying with the ID Badge requirements

The PSA worked closely with the private security industry, An Garda Síochána 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 during 2011. The reporting of unlicensed security providers and the reporting of breaches of the conditions of licensing continues to be an invaluable tool in targeting those who are operating illegally 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 524 pieces of intelligence received across all sectors, 351 have led to enforcement cases being created or linked to existing cases, and being investigated. 173 pieces of intelligence are not being investigated as the information received was insufficient or the contractor was licensed and that was the basis of the information. The Alarm Installer sector created the largest volume of intelligence at 217 followed by the Door Supervisor sector at 154 and Security Guarding at 124. The 524 intelligence reports received during 2011 is a reduction on the 606 received in 2010, and in both years the alarm installer sector continued to create the highest number of reports.

2011 Intelligence reports received by Sector and Status

Status	Door Supervisor	Security Guard (Monitoring)	Security Guard (Static)	Installer (Intruder Alarms)	Total
Linked to a Case / Being Investigated	100	18	77	156	351
2010 ()	(121)	(18)	(112)	(172)	(423)
Not being Investigated ¹	54	11	47	61	173
2010 ()	(59)	(18)	(57)	(49)	(183)
Total	154	29	124	217	524
	(180)	(36)	(169)	(221)	(606)

¹ 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

All live 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 2011:

	2009	2010	2011
Dealt with	1623	1949	1304
Live	0	19	260
	1623	1968	1564

PSA Inspectors continually review cases in order to ensure that cases are brought to a speedy conclusion. Just over 7% of the live cases are more than 12 months old, the PSA will not close a case until it is satisfied that all reasonable steps have been taken to investigate and resolve the issues. A number of the older live cases are before the Private Security Appeals Board.

The following table gives a breakdown of the live cases as at the end of December 2011:

Sector	Type	Status		Total
		Under Investigation	Submitted to Prosecution Procedure	
Door Supervisor	Employee	50	0	50
	Client	45	1	46
	Contractor	18	0	18
Security Guard (Monitoring)	Contractor	10	0	10
Security Guard (Static)	Employee	12	0	12
	Client	41	0	41
	Contractor	36	0	36
Installer (Intruder Alarms)	Client	26	0	26
	Contractor	39	1	40
Total				279

Contractor Compliance – PSA Monitoring

The enforcement role in relation to monitoring licensed contractors continued to be an important focus during 2011. Inspections were carried out on 88 licensees to ensure that they were operating within the remit of the licence granted to them and that they met the conditions of the standard and other requirements set out for that licence. In addition 10 pre licensing inspections were carried out on contractors.

The main non compliance issues found related to tax compliance, staff screening, staff training, assignment instructions and health and safety. The payment of Employment Regulation Orders (ERO) rates in the security guarding sector is less of an issue since the Court Judgement on ERO's. The outcomes showed that 20% of small Contractors with less than 50 employees had major non compliance issues i.e. an issue that would have prevented the contractor getting an IS999 Certificate and becoming licensed. However this represents a substantial reduction in the 37% found with major non compliances in the same category in 2010.

Where the Contractor is DSP only, there are less issues of non conformity as a large proportion of individuals working in this sector are in-house and therefore there is less movement of contractors etc. Also, staff are normally paid well above the required rates because of the nature and hours of work.

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

In relation to the pre licensing inspections carried out on 10 contractors, 3 were found to be compliant with the licensing requirements, 5 had non conformances which were rectified and they subsequently became licensed and 2 have non conformances which have yet to be resolved.

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 2012. 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 the 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 2011, as a result of the inspections on licensed contractors and other enforcement work the Authority initiated the following Section 26 actions against contractor licensees:

Suspensions	3
Refusals	2
Licence issued with Reprimand	1
Warning	18
Caution	24
Advice	15

(These figures can vary from those listed in the outcome confirmed report as some of the above cases remain open and some of the outcome confirmed cases commenced prior to 2011)

Contractor Cases completed by sector and reason for completion

Reason for Completion	DSP	SGM	SG	IA	CIT	Total
Post Inspection / Investigation Issues Finalised	14	27	27	37	1	106
Post Inspection Issues Resolved: Warning Issued	2	0	15	0	0	17
Post Inspection Issues Resolved: Caution Issued	1	3	17	0	0	21
Post Inspection Issues Resolved: Advice Issued	3	2	11	1	0	17
Compliant following Inspection of Records	0	0	8	1	0	9
Licence Revoked	0	0	1	2	0	3
Licence Application Rejected – Section 37 Notice Issued	0	0	2	2	0	4
Licence Suspended following Enforcement Action	1	0	1	0	0	2
Licence Refused following Enforcement Action	1	0	0	1	0	2
Licence Recommended following Enforcement Action	3	1	8	31	0	43
Prosecution Achieved	1	0	4	1	0	6
Prosecution did not proceed	0	0	2	5	0	7
Prosecution Failed	0	0	0	2	0	2
No Longer Operating/ Trading	11	2	26	82	0	121
Licensed	7	0	18	28	0	53
Covered by Exemption Order	0	0	0	4	0	4
Not Licensable Activity	2	1	7	18	3	36*
Not proceeding with Section 39 complaint	2	1	6	3	0	12
Insufficient Information to warrant further Investigation	3	0	2	26	0	31
Total						496

*Figure includes other sectors that were not licensable at time of investigation

Of the cases which were closed in 2011, there were 55 contractor cases where post inspections issues were resolved and Section 26 was invoked. The comparative figure for 2010 was 57. The PSA will continue to issue such actions in 2012 where appropriate.

Door Supervisor Contractor cases

The PSA successfully prosecuted one unlicensed contractor in this sector during 2011. There are 114 live cases in the sector, 50 of which relate to individuals, 45 relate to clients and 18 relate to contractors. There is 1 client case submitted for prosecution. Of the cases closed during 2011 in this sector 6 clients terminated the contract of unlicensed contractors and 11 contractors are no longer operating. In 20 cases, post inspection/investigation issues have been resolved. The comparative figures in 2010 were: 12 clients terminated contracts, 21 no longer operating and 42 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:

Director "arranging" security at a number of venues outside of door supervisor contractor licence

- Following individual compliance inspections in a particular area, an individual was identified as arranging door security at a number of venues. The individual identified was a director of a licensed security company.
- Venues were not known to be clients of the individuals company.
- Venues formally investigated and further inspections of venues conducted with Revenue.
- Contractor did not renew company's licence in 2011.
- Inspections of venues conducted subsequently. Licensed contractors confirmed as security providers.
- Contractor or individual no longer operating.

Unlicensed individuals used by licensed contractor in door supervisor sector

- Licensed contractor found during major inspection work in summer 2011 to be using personnel who were unlicensed and gave a name and date of birth to the PSA Inspector of another person who was supposed to be working.
- Issue raised immediately with contractor who responded to PSA stating it would conduct investigation.
- Subsequent inspection work found that this contractor had also been using static guards at licensed premises and also had an alleged supervisor bring in his own unlicensed staff to work at a licensed premises.
- PSA conducted investigative inspection and found that the contractor did not have a proper grip on the DSP element of the business, was unsure who worked for them as a door supervisor and was unsure what DSP clients they have.
- Case ongoing and formal warning issued to contractor.

Investigation of in-house door supervisor venue with assistance of An Garda Síochána.

- Case created following joint inspection of licensed premises carried out by PSA and An Garda Síochána.
- The level of compliance with displaying of ID Badge at the premises was found to be unacceptable – only one of seven door supervisors on duty displaying an ID badge.
- Licensed individuals received formal warnings from PSA.

- Venue issued with a request for information to establish employment status and commitment to future compliance with ID Badge requirement.
- Employment status confirmed and commitment regarding ID badge given.

Other cases involving co-operation with other state agencies

- A co-ordinated Revenue Commissioners/PSA inspection of Licensed Premises in Galway resulted in the prosecution of a door supervisor contractor.
- A series of co-ordinated inspections with the Shadow Economy Unit of the Revenue Commissioners yielded a number of incidences of unrecorded cash payments to door security staff.
- A co-ordinated inspection with An Garda Síochána led to a prosecution case being prepared against a night club owner for the employment of unlicensed door security staff.

Security Guarding Contractor cases

The PSA successfully prosecuted three unlicensed contractors in this sector during 2011. There are 89 live cases with 36 relating to contractors, 41 relating to clients and 12 relating to individuals. Of the cases closed in this sector 6 clients terminated the contract of unlicensed operators and 26 contractors are no longer operating. In 70 cases, post inspection/investigation issues have been resolved. The comparative figures for 2010 were: 46 terminated contracts, 51 no longer operating and 34 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:

Numerous major non conformities found during quality control inspection of licensed contractor in security guarding sector.

- Licensed contractor visited for the purpose of a quality control audit.
- 4 years after the licensing of contractors was initiated, this particular contractor was found to have a large number of major non conformities with the industry standard.
- These non conformities were so severe that the day to day running of the business may have been compromised.
- Since licensing of contractors commenced, this contractor had 3 visits from its Certification Body, yet in January 2011 was majorly non compliant in a number of key areas of the industry standard and consequently the Private Security Services Acts.

- Formal action taken against contractor and a period of monitoring commenced and an annual PSA inspection is warranted.

Prosecution of unlicensed security guard (static) contractor

- Case created based on intelligence received alleging provision of security guard services by an unlicensed contractor.
- Site visit to client confirmed unlicensed provision of security guard services and contact details of the unlicensed contractor.
- Information was received from Revenue Commissioners pursuant to Memorandum of Understanding between Revenue and the PSA.
- Case prepared for prosecution, invoices and corresponding remittance notes obtained.
- Case submitted to PSA Solicitors and unlicensed security guard (static) contractor successfully prosecuted. Fines of €22,500 imposed.

Client terminates services of unlicensed security guard contractor

- Case created following inspection of client premises.
- Invoices and corresponding remittance notes obtained.
- Following formal notification of legislative provisions client terminated contract of unlicensed contractor immediately and confirmed identity of new licensed security guard (static) contractor.

Licensed contractor in security guarding sector found not to have paid wages to employees

- Several complaints received alleging a licensed contractor did not pay correct wages to employees.
- Complaints handled under formal statutory procedure.
- Contractor claimed to be alleviated of any requirement to pay wages in light of High Court decision which deemed the ERO mechanism of setting wages to be unconstitutional.
- Complaints pursued by the PSA nonetheless on the grounds that the ERO incorporated Minimum Wages Act etc. which remains in force.
- Investigation on-going.

Reprimand issued to licensed security guard (static) employee

- Case created following inspection of client location where unlicensed individual identified.
- Individual in question was licensed by the Authority as a security guard (static) employee but this license was revoked previously for non payment of the required license fee (cheque bounced).
- Individual re-applied for the security guard (static) employee license and license issued.
- Reprimand pursuant to Section 26 of the Private Security Services Acts 2004 & 2011 issued to individual for providing a service without a licence.

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. One successful prosecution was achieved in this sector. The PSA wrote to all the monitoring centres seeking details of connections. These details were cross checked against the licensing database and any unlicensed activity was investigated.

In the Alarm Installer sector there are currently 66 live cases with 39 of these relating to contractors and 26 relating to clients. 1 case has been submitted for prosecution. Figures relating to cases dealt with in the Alarm Installer sector show that in 82 of the cases the contractor was no longer operating, and that in 28 of the cases the contractor was licensed. In 26 cases the information was insufficient to warrant further investigation. The comparative figures in 2010 were: 62 no longer operating, 36 where the contractor was licensed and 172 where the information was insufficient. The following is a sample of the type of cases encountered in this sector by the Authority during the year:

Unlicensed alarm installer no longer contactable by clients

- A number of installations by an unlicensed installer were investigated at a particular housing estate.
- The findings of the investigation are that the installations are approximately three years old and that no supporting documentation was issued to the clients.
- Clients have been unable to make any contact with the installer.
- There is insufficient evidence to prosecute. Formal contact was made with the installer after the dates of the installations.
- Clients have been formally notified regarding use of unlicensed installer.
- Activities of contractor are being closely monitored to see if there is any further licensable activity.

Investigation of alleged illegal alarm installation which is found to be not a licensable activity

- Case created following intelligence received which suggested that the installation was installed by a specific unlicensed intruder alarm installer.
- The client in question was issued with a request for information pursuant to Section 13 requesting the identity of the intruder alarm installer who installed the alarm, the date the alarm was installed, the invoice received, the record of payment made by the client, the identity of the intruder alarm installer who currently maintains the alarm and the details of the security guard (monitoring centre) who currently monitors the alarm.
- Reply received from the client in question stated that the alarm was installed at the location in 2005 and therefore before the requirement for installer (intruder alarm) contractors to be licensed. The client went on to identify the installer (intruder alarm) contractor who currently maintains the system and the licensed security guard (monitoring centre) that currently monitors the alarm.
- Both installer and monitoring centre are licensed.

Alarm Monitoring

There are currently 10 live cases in the Security Guard (monitoring centre) sector. During 2011, inspections were carried out on (15) alarm monitoring centres which resulted in 1 warning, 5 caution and 4 advice notices being issued. The main issue of non compliance in this sector is screening of employees.

The PSA also sought information from monitoring centres in relation to new alarm connections referred to them, and listings of intruder alarm contractors submitted by the monitoring centres was cross checked against the licence register.

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. The PSA has commenced preparation for the renewal of licenses in April 2012.

Individual Compliance

During 2011, 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 Gardaí. The PSA successfully prosecuted 4 individuals who were found working without a licence. Inspections were carried out at night, during the day and at weekends on 940 premises around the country. This was an increase from 850 premises visited in 2010. For those venues with security: 430 engaged security contractors showing almost 100% compliance rate with contractor licensing. Overall individual licensing for both sectors showed a 95.5% rate of compliance, which is an improvement on the 91% individual compliance rate of 2010.

Compliance by individuals in relation to being licensed and the requirement to carry the licence was found to be 98% in the SG sector which was an increase from the 95% compliance rate of 2010. In the DSP sector the rate was found to be almost 95% showing an increase from the 85% figure for 2010.

The requirement to wear an ID badge is being vigorously enforced by the PSA Inspectorate. During 2011, the compliance rate in relation to the wearing of the ID badge in the security guarding sector was found to be 93% which was a 4 % increase from the 89% compliance rate of 2010. In the door supervisor sector the ID Badge compliance rate was found to be almost 89% which was a significant 20% increase from the 69% rate of 2010.

Breakdown by Sector in relation to compliance with S37 (requirement to be licensed), **S.29** (requirement to carry a licence), **S.30** (requirement to display an ID Badge)

Door Security

Year	Venues with Security	S.37 %	S.29 %	S.30 %
2011	524	94.8	94.5	88.7
2010	370	89.7	85	69

Security Guarding

Year	Venues with Security	S.37 %	S.29 %	S.30 %
2011	257	97.6	98	93
2010	246	89.7	95	89

Formal sanctions issued against Individuals

The total number of Section 26 notices issued to individual licensees during 2011 was 256 (some of which are still live cases). This is a decrease on the 2010 figure of 305, but accordingly the compliance rates all showed an increase during 2011.

During 2011 the following formal sanctions under Section 26 of the Act were initiated against licensed individuals:

Reprimand	17
Warning	210
Caution	23
Advice	6

Individual's Cases completed in 2011 by sector and reason for completion

The following chart sets out the cases against Individuals which were closed in 2011. 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	17	5	24*
No Longer Employed	40	13	53
Licensed	44	28	72
Prosecution Achieved	4	0	4
Prosecution Did Not Proceed	1	0	1
Licence Refused following Enforcement Action	1	0	1
Licence Recommended following Enforcement Action	10	0	10
Licence Application Rejected - Sect.37 Notice Issued	1	0	1
Insufficient Information to warrant further Investigation	6	2	8
Not Licensable Activity	1	4	12*
Issued Advice	7	0	7
Issued Caution	11	13	24
Issued Warning	167	13	180
Issued Reprimand	12	1	13
Formal Notice Issued to Applicant	12	4	16
Not proceeding with Section 39 complaint	8	3	11
Total			437

*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 2011, a night club owner was successfully prosecuted for the employment of an unlicensed individual.

There were a number of significant cases which demanded detailed investigative work on the contractor 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.

Client Cases completed by sector and reason for completion

Reason for Completion	DSP	SGM	SG	IA	CIT	Total
Post Inspection / Investigation Issues Finalised	18	0	7	27	1	53
Contractor used Covered by Exemption Order	0	0	0	1	0	1
No Longer Operating	9	0	1	3	0	13
Prosecution Achieved	1	0	0	0	0	1
Prosecution Did Not Proceed	0	0	0	8	0	8
Insufficient Information to warrant further Investigation	7	1	3	144	0	155
Not Licensable Activity	4	0	3	121	2	131*
Total						362

*Figure includes other sectors that were not licensable at time of investigation

Formal complaints against licensees

The PSA received 24 formal complaints against licensees, 15 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 17 and the outcomes include: 4 cases with no action taken against the licensee; in 1 case there was no breach of the legislation; 11 cases did not proceed to a full investigation as the complainants did not wish to proceed further with the complaint; in 1 case there was insufficient evidence to proceed with the investigation.

Prosecutions

The following is a summary of prosecution cases that were submitted to solicitors and heard in Court in 2011:

Summary of Prosecution Cases

	Total	SG	DSP	Alarm Installer
Number of cases submitted for prosecution	6	0	2	4
No of cases that breached Section 37 of the Act (operated without a licence)	5	0	1	4
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	11*	3	6	2
No of successful prosecutions (table B)	10	3	6	1
No of unsuccessful prosecutions (table C)	1	0	0	1

* 9 cases were submitted prior to 2011

PSA Enforcement Division brought 11 cases to Court in 2011 and had 10 successful prosecutions, 6 of which were in the Door Supervisor (licensed premises) sector and this included 4 individuals.

A night club owner in the midlands was also prosecuted for engaging an unlicensed individual. In another case, a Bench Warrant was issued for the arrest of one security guard (static) contractor who was subsequently convicted and ordered to pay almost €32,000 in Fines and Costs.

Fines totalling €38,200 and Costs of €34,800 were awarded in prosecution cases brought by the PSA. The PSA Inspectors are preparing a number of other cases for prosecution which will come before the Courts during 2012.

List of companies successfully prosecuted by the PSA in 2011

No	Name	Address	Sector & Section of Act breached	Date Prosecuted	Fined	Costs
1	Colm Power Individual	40 Roanmore Park Waterford City	DSP S 37	14/1/11	€100	€634
2	Noel Marsh t/a Lynx Alarms	Woodstock Old Road Dunsany Co Meath	Installer Sect 37	1/2/11	€5,400	€5,734
3	Newdex Ltd t/a Sleeptight Security	6 St Agnes Terrace Crumlin Dublin 12	SG Sect 37	7/2/11	€5,550	€7,400
4	Paul Cronin Individual	24 Hophill Grove Tullamore Co Offaly	DSP S 37	4/3/11	€800	No Costs
5	Ivan Maxwell t/a Max Security Services	Crossakiel Kells Co Meath	SG Sect 37	11/3/11	€12,500 reduced to €2,500 on appeal	€4,908
6	Nicholas Kavanagh Individual	62 Woodgrove Portlaoise Co Laois	DSP S 37	15/4/11	Judge applied Probation Act	€605
7	Seamus Guinan Individual	6 Glenavon Row Ferbane Co Offaly	DSP S 37	27/4/11	€100	€2,535
8	Noel Fitzpatrick t/a Oaklawn etc	7 Cymric Road Ringsend Dublin 4	SG Sect 37	18/5/11	€22,500	€9,484
9	Thomas Conlon Ltd Night club owner	Q Nite club Dublingate Street Athlone Co Westmeath	DSP Sect 38	22/6/11	€250	€2,500
10	Richard McNicholas	Corrandulla Annaghdown Co Galway	DSP Sect 37	6/12/2011	€1,000	€1,000

Sectors Breached: Security Guarding = 3; Installer = 1; Door Supervisor = 6

Unsuccessful cases

1	Enda Molloy t/a Central Security Systems	Installer
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Private Security Authorities Liaison with other State Agencies

Enforcement Division has built a structure for liaison and consultation on issues with other State agencies in order to fulfil our mutual responsibilities. Work has been carried out in conjunction with and with the assistance of the Gardaí, Revenue Commissioners and the National Employment Rights Authority (NERA).

Liaison with the Gardaí has taken place on a number of levels. In relation to the DSP and SG sectors, they provided assistance with particular cases and on occasions accompanied the PSA Inspectors during night inspections. A special conference was held at the Garda Training centre in Templemore in November 2011 to update senior Gardaí from each division on the work of the PSA and it also set out a plan to build on existing co-operation.

During 2011, Enforcement Division has used the Memorandum of Understanding which has been put in place with the Revenue Commissioners to obtain information in relation to tax compliance of contractors. The PSA has requested information in 104 cases compared with 88 cases in 2010 and has supplied information on request by the Revenue Commissioners in 7 cases, down on the 22 requests received from Revenue in 2010. This exchange of information has been a useful tool in making a full assessment of particular cases.

Liaison with NERA continues on general issues. NERA also briefed the PSA on the implications of the Court decision on the ERO.

Also during 2011, the PSA used the formal channel for accessing Land Registry details and used the online service of the Property Registration Authority to obtain details.

Information Technology

The Enforcement Case Management System continues to be the main tool to track intelligence, linkage of cases, and prioritisation of cases. The system produces detailed statistical reports.

Goal 3: Raising Standards within the Industry

Overview

Licensing of contractors providing security services requires the contractor applying for a licence to adhere to standards required by the Authority.

In general there are two types of standards:

1. Quality Management Systems standards and
2. Product/Technical standards

The objective of quality management standards is to specify general management standards for security services being provided in terms of the management of the security provider, staff training, recruitment procedures, the supporting documentation and how it is housed and the quality of the service provided to the client. Product or technical standards specify technical or operational requirements for the specific type of security provided.

General

In 2011 the division sought to progress the preparation for the introduction of PSA licensing to other sectors covered by the Private Security Services Act 2004 and 2011. Preparation work for the introduction of licensing in respect of electronic security and event security was either completed or significantly advanced to a point that will result in the introduction for licensing of these sectors in 2012.

Standards

1. Sectors for which licensing has commenced

Door Supervisor and Security Guard (Static)

The need to update the standard IS 999:2004 was identified in 2009. In 2011 the PSA continued to consult with industry stakeholders in relation to the development of a revised standard. Building on the work commenced in 2010 the PSA chaired a number of meetings of a group tasked with developing an agreed updated standard to cover the activities of these two sectors. As well as the PSA, the group is comprised of representatives of:

- ISIA
- NUSE
- SIPTU
- Training Providers
- Certification Bodies

Meetings were held in May and June 2011 in the PSA HQ and significant progress was made in constructing and developing an updated standard. Agreement was reached by the group on a wide range of changes and improvements on the content of the standard. A further meeting is planned for early 2012 to conclude the pre-public consultation phase of the standard. Further development work will continue into 2012 and it is planned to have a published document in mid to late 2012.

Installers of Intruder Alarms

Installers of Intruder Alarms are subject to PSA licensing and contractors in this sector must attain compliance with IS EN 50131 (parts 1 and 7) as part of the licensing requirements. During 2011 the PSA completed its analysis of those who solely maintain intruder alarm systems (and have no certifiable intruder alarm system installations), which is a licensable activity under the Private Security Services Act 2004 and 2011. Issues in relation to determining compliance with prescribed standards have been resolved during the year. The question of how to determine competence for this category of persons relative to a prescribed standard which does not adequately cover the issues around maintenance-only service providers with no certifiable installations has been resolved through the development of a specific set of requirements in relation to maintenance of intruder alarm systems. These requirements will be published and put into the public domain in early 2012. This will provide clarity in an area where some confusion has existed up to now.

The result is that all service providers providing installation, repair and maintenance of intruder alarm systems should be on the Authority's register of license holders. As with all licensable activities, the provision of a service covered by the PSA's remit without an appropriate licence will result in prosecution and possible criminal conviction.

2. Sectors for which licensing has not yet commenced

CCTV

Due to circumstances beyond the control of the PSA it was not possible to introduce licensing of this sector in 2011. However secondary legislation has been drafted and submitted for further consideration by the Office of the Parliamentary Counsel. When this necessary process is complete in early 2012 the Authority will introduce licensing of the installation, maintenance and repair of CCTV systems. Arrangements will be incorporated into the relevant Statutory Instrument to cater for those who already hold a license in respect of the installation, maintenance and repair of intruder alarm systems to allow them synchronise their existing audit cycle with the audit cycle necessitated by the introduction of licensing of this activity.

Access Control

During 2011 the Civil Law (Miscellaneous Provisions) Act provided legislative clarity in relation to the licensing of this activity. Accordingly the last impediment to the licensing of this activity has been removed and it is strongly anticipated that the introduction of licensing of the installation, repair and maintenance of Access Control Systems will happen in 2012. The extent of standards to be prescribed will be decided in early 2012 and this will form part of the basis for formal introduction of licensing of this activity through secondary legislation.

Event Security

Consultation with industry representatives concluded in 2011 and this paved the way for the drafting of a Statutory Instrument (S.I.) to give legal effect to the licensing of both contractors and individuals operating in this sector. This S.I. has been forwarded to the Office of the Parliamentary Counsel for its consideration. It is intended that a revised standard will be in place for which certified compliance will be required for licensing purposes when licensing is introduced in 2012. Under the proposed structure to apply in respect of this activity for PSA licensing, ancillary and explanatory guideline documents, which are at a very advanced stage of drafting, will be finalised in the first half of 2012 and will be available to the public immediately upon completion.

Licensing of Cash-in-Transit Employees

Licensing of this cohort of employees will commence in 2012. Drafting of the necessary secondary legislation to give effect to this has been completed and remains to be promulgated. In general terms this licensing will apply only to certain operational staff in the sector. The PSA will announce the commencement of licensing at the start of 2012.

There is a requirement to develop a nationally accredited award for those individuals to be licensed in this sector. The PSA has drafted a training specification document which will be submitted to the relevant authority via the Standards Development Group for review, consultation and further development.

Other Sectors

The remaining sectors to be licensed in further phases of the PSA's licensing programme do not currently have standards and will require a body of development work to be undertaken in advance of the commencement of licensing. The PSA will continue to examine and evaluate its policies as they relate to conditions attaching to eligibility for PSA licenses. As more activities are brought within licensing, the PSA will, in the context of reduced resources for both ourselves and those we regulate and the need to use our diminished resources more creatively, look at the scope, nature and applicability of the standards that form the foundation of licensing. This will be just one part of the evolving evaluation of our policies and processes throughout the organisation.

Training

During 2011 the Division continued to contribute to the transformation of the private security industry through ongoing dialogue with industry stakeholders, training providers and FETAC to further develop a framework of qualifications for individuals working within the industry.

Mutual Recognition of Foreign Qualifications

The Recognition of Professional Qualifications Directive (Directive 2005/36/EC, as amended by 2006/100/EC) which was incorporated into Irish law in 2008 is aimed at facilitating mobility within the European Union. The Directive defines a set of rules allowing professionals qualified in one Member State to exercise their profession in another Member State. The Directive consolidates the rules set out in 15 previous Directives adopted from the 1960's onwards.

The Private Security Authority, as the designated Competent Authority for the Irish private security industry, is responsible for the evaluation of qualifications obtained outside the Irish state, which fall within the scope of the Directive, to establish whether these qualifications satisfy 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 gaps in learning.

The introduction of licensing to other sectors will further develop the range of qualifications the PSA will be required to review under the Directive. The Authority responded in writing to 19 queries on the recognition of foreign qualifications which resulted in the receipt of 3 formal applications. All 3 applications have been finalised.

Modernising the Professional Qualifications Directive

In March 2010 an evaluation of EU Directive 2005/36/EC was initiated by the Commission. In January 2011 a public consultation process on how best to modernise the professional qualifications Directive was launched. A Green Paper was circulated to all competent authorities for review, discussion and contribution. This consultation process was open from 22nd June to 20th September 2011. The PSA responded to the proposals included in the Green Paper through the Department of Education and Skills which is the Irish designated contact point. This consultative work will feed into the preparation of the legislative proposal on the modernisation of the Directive by the end of 2011.

Register of Students undertaking Work Experience in a Regulated Activity

During 2011 the division continued to maintain a register of students who as part of their security related studies completed a work placement or work experience module.

This register is maintained under the guidelines published by the PSA which set out the conditions under which work placement or experience can be undertaken without the legal requirement to hold a relevant PSA licence

Standard Development Group

The Private Security Authority as a member of the Standard Development Group participated in the migration of the FETAC Level 4 Minor Awards prescribed by the Authority as the minimum training standard required for licensing purposes to a Common Award System developed by the Further Education and Training Awards Council (FETAC). The enhanced awards became active in March 2011.

Irish Equivalent Security Training Awards

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 PSA has completed equivalence reviews which have determined the equivalence of other Irish security training awards with those prescribed in legislation. A list of these awards will be published in 2012.

Accredited Training Providers and Programmes

The PSA has continued to update and maintain a list of FETAC accredited security training providers together with a list of programmes delivered by them on its website.

Looking Forward to 2012

The efforts of 2011 will see outcomes in 2012. Several outstanding activities will go from being licensable to being licensed in this year. In addition the re-organisation of the internal structure of the Executive will not impact adversely upon the continuing work carried out to date in seeking to expand the range of activities licensed by the Authority.

The Authority will develop rules around the training required for licensing purposes for individuals employed in the Event and Electronic Security Sector. This will provide support for the introduction of individual licensing in these sectors.

In 2011 the PSA continued to consult with industry stakeholders in relation to the development of an updated standard in relation to the activities covered by IS 999:2004. Building on the work commenced in 2010 the PSA chaired a number of meetings of a group tasked with developing an agreed updated standard in this area. During the review process it was agreed that the PSA would lead and chair a sub-committee tasked with considering, reviewing and reporting on all issues associated with training in relation to the activities covered by the 2004 standard. This sub-committee will be led by the Private Security Authority.

Goal 4: Improve quality and frequency of Communications

During 2011 the PSA had a particular focus on improving the quality and frequency of our communications to our industry stakeholders, their clients and the wider public. This was achieved by identifying several different communication channels and using each simultaneously. Budgetary constraints resulted in greater use being made of electronic media rather than focus on commercial advertising as would have been the case previously. This also enabled us to undertake more targeted and more focused communications than with general advertising.

Email and the PSA Ezine

The PSA ezine, *PSA Watch*, is a very effective way of informing the widest group of people of key events, important updates and significant industry statistics in a timely and cost effective way. In 2011 we issued 5 ezine newsletters, 3 were aimed at contractors and others with an interest in PSA affairs while in a new departure for us we issued 2 ezines specifically for employees. A wide range of topics were covered during the year including developments in training and standards and licensing changes following the enactment of the legislation amending the 2004 Private Security Services Act. Updates were also provided on the various enforcement operations undertaken as well as details of prosecutions against those who breached our regulations.

The scanning system which was introduced in 2010 has allowed the PSA to capture email addresses from individual application forms. Since its introduction almost 13,000 email addresses have been captured. As well as allowing us to focus specific ezines at contractors or individuals this has also allowed us to direct relevant communications at targeted groups of individuals. Such communications have included reminders to licence holders of the expiry of their licence and a note on the importance of informing us of changes of address. Our dedicated email address *licensing@psa.gov.ie* is a popular means of contact for both individuals and contractors.

Text messaging

The use of text messaging is an ever expanding tool of communication across a range of sectors. It gives instant access to all individuals and has proved to be very successful in eliciting prompt replies from recipients. In 2011 it was used by the licensing division to send messages to individuals whose licenses were due to expire and to contact applicants where

there were difficulties with their application. It also allows individuals to request a renewal application form by sending a text to the PSA. It is an area of communication we are looking to develop and expand.

Website

The Authority's website continues to be an important communication channel. The licensing tab on our website holds the latest licensing information and the page received 5,267 visits last year while over 4,300 application forms were downloaded from the website. The website also provides up to date information on all other aspects of PSA activity including recent news items and training and standards updates. The online reporting facility has already been highlighted as a significant source of intelligence for enforcement operations in that it is available on a 24/7 basis to the industry and members of the public alike.

Licence Registers

The Authority's website contains registers of all contractor and individual licence holders and are updated on a regular basis. The registers are an important tool for both the industry and public. There were 49,883 visits to the registers in 2011, on a par with 2010 when 49,569 visits were recorded. The individual licence holders register remains the most visited register with 17,506 visits followed by Installer (Intruder Alarm) contractors 10,719.

Visits to Register of Licence Holder in 2011

Register	Visits
Individual Licence Holders	17,506
Installer (Intruder Alarm) Contractors	10,716
Contractor Licence Holders (All Sectors)	7,519
Security Guard (Static) Contractors	6,471
Door Supervisor (Licensed Premises) Contractors	4,387
Security Guard (Monitoring Centre) Contractors	2,512
Cash-In-Transit Contractors	772
Total Visits	49,883

Telephones

With processing times significantly improved and the availability of alternate means of communication, the difficulties of previous years in accessing the PSA by telephone have largely been eliminated. Throughout the coming year we will continue to monitor the system regularly.

Media

As in previous years the Authority published articles of interest in various trade magazines. This gave us the opportunity to target wider audiences throughout the year. A number of press releases were generated highlighting the work of our enforcement unit and issued to both national and provincial press. The use of localised press releases proved particularly effective in publishing results quickly to local communities. Where there have been follow-up enforcement operations the increased compliance levels indicate that local publications are assisting in getting our message across.

Post

While other means of communication are promoted and encouraged across the Authority, the postal service is our main method for dealing with the many letters issued by the Authority.

The Contractor Licensing Unit issued 2,124 items of post during the year, a 10% reduction on 2010. The Individual Licensing Unit despatched 23,747 items of post to persons in 2011 down from 29,284 in 2010, a reduction of 19%. The drop in post is due to the increased use of email and text communication channels and the more efficient processing of applications which reduces the need to contact applicants. This is a significant achievement given that individual licensees are at record high levels. To put the figures in context postal volumes are now one third of what they were at their peak in 2008. We will continue our endeavours to reduce our postal costs by using alternate means of communication.

Contractor Survey

The Contractor Licensing Unit undertook a survey of licensed Security Guard (Static) contractors in February 2011 in order to ascertain the number of security guards employed on the 25th January 2011 (PAYE Week 4). The survey was conducted by email with a small number of letters issuing to those contractors for whom we do not have an email contact. A total of 234 surveys were issued with replies received from 43 contractors (18%).

Analysis of Contractor Survey

Surveys Issued	234
Responses Received	43
Responses Showing <u>Increase</u> in Employee Numbers Compared To Last Application Form	18
Responses Showing <u>Decrease</u> in Employee Numbers Compared To Last Application Form	17
Responses Showing <u>No Change</u> in Employee Numbers Compared To Last Application Form	8
Total Number of Employees In Survey	2,796
Total Number of Employees On Application Forms	2,561
Difference In Employee Numbers	+235

Periodic Meetings with Stakeholders

The PSA convened and chaired several industry populated fora and groups in 2011. These included quarterly meetings with certification bodies to discuss issues of mutual concern in relation to standards and compliance certification. The PSA also met with industry representatives from the electronic security sector as well as industry representatives and stakeholders in relation to the development and revision of the IS999:2004 standard.

Goal 5: Developing Our Staff

Corporate Restructuring

Our staff continue to be our most valued asset. In 2011 we reviewed the experience of our staff so as to create an environment where this critical resource could be supported, encouraged and developed while at the same time delivering on our core mandate of regulation.

The review recognised the expertise and experience of our staff, most of whom have been drawn from other Government Departments and Offices and who have incorporated this knowledge and expertise in implementing regulation over the past 6 years. We also carried out a review of our work practises within the organisation with a view to delivering more efficient services and maximising the expertise of all our staff.

As a result of this, the Authority is planning a restructuring which will see the Contractor Licensing Unit merge with the Enforcement Units and the Standards Unit from December 2011. The Individual Licensing Unit will merge with the Training Unit with a reduced Corporate Affairs providing support services. In this way the Authority can focus simultaneously on both contractor and individual licensing.

Staff Reassignments

In tandem with this restructuring a series of staff moves were identified to utilise this experience and also to challenge staff to use their experience in different ways and for different objectives.

The reorganisation is planned on a phased basis during 2011 and 2012. A number of staff moves were made at the end of 2011 with further moves happening in the first quarter of 2012. There are new roles to be learned, new training to be undertaken and new relationships to be developed.

Further Education

Staff are encouraged to engage in additional education. The PSA will support these staff through part payment of fees and also with the allocation of study leave. 2 staff completed the Diploma of Justice Studies in 2011. We are delighted that one member of staff is pursuing studies at Degree programme level and are encouraging others to do likewise. It is hoped that other members of staff will decide to avail of these opportunities in the future.

Operational Training

Specialist Training was provided by An Garda Síochána to Licensing and Enforcement staff on the recognition of false documents. This training is critical given the number of applications processed by the Authority on an annual basis and the powers of inspectors to inspect identity cards when carrying out inspections.

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

The PSA undertook a major review of the method of proving compliance with licensing standards during the year and focused in particular on the nature of the relationship between it and commercial certification bodies. Several options were developed and costed both from the perspective of industry clients and from a PSA oversight perspective. The result of this review is that the relationship between the PSA and commercial certification bodies is to be placed on a more formal basis with greater oversight involvement by the PSA.

A new structure is required to ground this new arrangement. This entails development of supporting terms and conditions as well as ancillary supporting documentation. This has been the thrust of the work carried out in 2011 in this regard. The PSA has undertaken significant development work in the area of policy and administrative development of a restructured system of compliance certification from a licensing perspective. Following from this work and a wide consultation with all certification bodies the more formal structure will provide the Authority with a greater participatory role in the quality assurance of PSA licence-related compliance audits.

It is planned that this project will be completed in 2012. It is the aim of this redefinition to increase efficiency of that element of the licensing process, reduce compliance costs to licence holders where possible and introduce a more formal relationship where both the PSA and the certification bodies can continue to evolve the effective relationship which has existed to date.

As a first step in this process, certification bodies have commenced providing the PSA with information where they come across multiple instance of non-conformance during audit. 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 lapsed its standards is taken into account by the PSA in its overall risk profiling of the industry.

Incorporating the results of audit findings into the PSA risk profile compliments the broader work of the PSA in building a risk profile of the industry which already draws from its own inspections, information from the Revenue Commissioners, ad hoc information being submitted by the Certification Bodies and information from other sources. Going forward the risk model will enable the PSA to target companies with poor standards with additional inspections and minimise if not reduce PSA inspections of compliant licensed contractors. This will reduce costs to compliant providers in not having to allocate resources to a PSA inspection.



Section 3:

Our Financial Report

Financial Statements

Private Security Authority

For the year ended 31 December 2011

PRIVATE SECURITY AUTHORITY

**FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2011**

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PRIVATE SECURITY AUTHORITY

STATEMENT OF AUTHORITY MEMBERS' RESPONSIBILITIES

Schedule 1 (4) of the Private Security Services Act 2004 & 2011, 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.

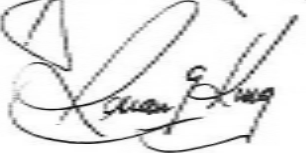
The Authority is responsible for keeping proper books of account which disclose with reasonable accuracy at any time the financial position of the Authority and which enable it to ensure that the financial statements comply with Schedule 1 (4) of the Private Security Services Act 2004 & 2011. The Authority 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: 25/10/2012

Chairperson:



Date: 25 Oct. 2012

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 adopted a new Code of Governance which incorporates the Department of Finance guidelines in this area. The PSA Code 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.

PRIVATE SECURITY AUTHORITY

STATEMENT ON INTERNAL FINANCIAL CONTROL

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 2011, 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 conducted a review of the effectiveness of the system of internal financial control.

Chief Executive:  Date: 25/10/2012

Chairperson:  Date: 25 Oct 2012

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%


Note: The depreciation rate for IT Equipment has been adjusted in 2011 from 33.3% to 20% to correspond with the rate used by the Department of Justice and Equality.

RIVATE SECURITY AUTHORITY

**INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED
31 DECEMBER 2011**

			2011	2010
	Notes	€	€	€
INCOME				
Oireachtas Grant	1		2,040,688	2,152,506
Licence Fees	2		<u>2,234,519</u>	<u>2,739,903</u>
			4,275,207	4,892,409
Transfer from Capital Account	6		<u>84,668</u>	<u>13,003</u>
			4,359,875	4,905,412
EXPENDITURE				
Staff Costs	3	1,656,734		1,657,311
Administration	4	<u>453,348</u>		<u>546,624</u>
		<u>2,110,082</u>		<u>2,203,935</u>
Net Income			<u>2,249,793</u>	2,701,477
Contribution to Exchequer			<u>2,207,337</u>	<u>2,666,000</u>
Surplus for the period			42,456	35,477
Surplus brought forward			107,434	71,957
Surplus at 31 December			<u>149,890</u>	<u>107,434</u>

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


Chief Executive:  Date: 25/10/2012
 Chairperson:  Date: 25 Oct 2012


PRIVATE SECURITY AUTHORITY

BALANCE SHEET AS AT 31 DECEMBER 2011

			2011		2010
	Notes	€	€	€	€
TANGIBLE ASSETS					
Fixed Assets	5		46,126		37,527
CURRENT ASSETS					
Debtors and Prepayments		8,483		13,996	
Bank and Cash		154,819		128,012	
Stock		<u>5,350</u>		<u>6,848</u>	
			168,652		148,856
CURRENT LIABILITIES					
Creditors and Accruals		18,762		<u>41,422</u>	
			<u>18,762</u>		<u>41,422</u>
NET CURRENT ASSETS			<u>149,890</u>		<u>107,434</u>
NET ASSETS			<u>196,016</u>		<u>144,961</u>
LONG TERM LIABILITIES					
Capital Account	6		46,126		37,527
Income and Expenditure Account			<u>149,890</u>		<u>107,434</u>
			<u>196,016</u>		<u>144,961</u>

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

Chief Executive:  Date: 25/10/2012

Chairperson:  Date: 25 Oct 2012

PRIVATE SECURITY AUTHORITY


CASH FLOW STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2011


Reconciliation of operating surplus to net cash inflow/(outflow) from operating activities	2011	2010
	€	€
Operating surplus for period	42,456	35,477
Depreciation of Tangible Assets	84,854	15,612
Loss on Disposal of Fixed Assets	237	-
Transfer (from) Capital Account	(84,668)	(13,003)
Decrease in Stock	1,498	236
Decrease in Debtors and Prepayments	5,513	24,167
(Decrease)/Increase in Creditors and Accruals	(22,660)	<u>11,369</u>
Net cash inflow/(outflow) from operating activities	27,230	73,858
 Net Capital Expenditure		
Payments to acquire tangible fixed assets	(423)	(635)
Increase/(decrease) in cash	<u>26,807</u>	<u>73,223</u>

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

	2011	2010
	€	€
Net funds at 1 January	128,012	54,789
Net funds at 31 December	<u>154,819</u>	<u>128,012</u>
Increase/(decrease) in Cash	<u>26,807</u>	<u>73,223</u>

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

Chief Executive:  Date: 25/10/2012

Chairperson:  Date: 25 Oct 2012

PRIVATE SECURITY AUTHORITY

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2011

	2011 €	2010 €
1. OIREACHTAS GRANT		
Vote 19 – Justice and Equality	2,040,688	2,152,506

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.

3. STAFF COSTS

Salaries and wages	1,592,494	1,584,826
Travel and subsistence	<u>64,240</u>	<u>72,485</u>
	1,656,734	1,657,311

The Authority employed 37 Staff at 31 December 2011(2010: 37).

PRIVATE SECURITY AUTHORITY

	2011	2010
	€	€
4. ADMINISTRATION		
Office expenses	61,406	64,974
Consultancy services	24,289	70,037
Authority members' fees	58,140	58,140
Legal expenses	83,772	168,841
Communications costs	50,349	63,468
Training costs	150	250
Licensing costs	47,392	78,045
Advertising	2,183	2,360
Depreciation	84,854	15,612
Audit fee	6,225	7,500
Other	4,350	5,149
Accountancy fee	4,613	4,675
Repairs & maintenance	25,388	7,573
Loss on disposal of fixed assets	237	-
	<hr/> 453,348	<hr/> 546,624

PRIVATE SECURITY AUTHORITY

4. TANGIBLE FIXED ASSETS

	Furniture & Fittings	IT Equipment	Office Equipment	Total
	€	€	€	€
COST				
At 1 January	48,455	572,070	52,887	673,412
Adjustment	(41,001)	17,411	(8,931)	(32,521)
Additions	-	423	-	423
Disposals	-	(7,404)	-	(7,404)
At 31 December	7,454	582,500	43,956	633,910
ACCUMULATED DEPRECIATION				
AT 1 January	22,326	567,392	46,167	635,885
Adjustment	(19,546)	(91,937)	(14,305)	(125,788)
Disposals	-	(7,167)	-	(7,167)
Charge for period	745	79,099	5,010	84,854
At 31 December	3,525	547,387	36,872	587,784
NET BOOK VALUE				
At 31 December	3,929	35,113	7,084	46,126
	=====	=====	=====	=====
At 1 January	26,129	4,678	6,720	37,527
	=====	=====	=====	=====

NOTE

The Authority carried out reconciliation in 2011 of all assets in its custody against those recorded on the asset register in the Department of Justice and Equality. The opening balances have been adjusted to reflect furniture assets and office equipment which were not transferred to the Authority following a move to new premises in 2008 and also identified assets that were previously omitted from the Authority's register. In addition, the opening balance for depreciation for IT equipment has been adjusted as the Authority had previously used a rate of depreciation of 33.3% which has been revised to 20% to correspond with the Department's rate.

PRIVATE SECURITY AUTHORITY

6. CAPITAL ACCOUNT

	2011	2010
	€	€
Opening Balance	37,527	50,530
Adjustment ¹	93,267	-
Fixed asset purchases	423	635
Disposal of Fixed Assets	(7,404)	-
Amortisation	(84,854)	(13,638)
Depreciation on Disposals	<u>7,167</u>	<u>-</u>
Transfer (to)/from Income and Expenditure a/c	<u>(84,668)</u>	<u>(13,003)</u>
Balance as at 31 December	<u>46,126</u>	<u>37,527</u>

¹ This reflects the adjustment for depreciation of €125,788 less the adjustment to the opening balance for the cost of assets of €32,521 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 Vote 7 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 €90,220 in 2011 (2010: €90,748).

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. CHIEF EXECUTIVE REMUNERATION

The Chief Executive's remuneration for 2011 was made up of an annual basic salary of €113,922 (2010: €114,098). In addition the Chief Executive received €7,754 in respect of travel and subsistence expenses in 2011 (2010: €10,924) 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 2011.

13. DIRECTORS FEES

Fees of €58,140 were paid to board members in respect of 2011 (2010: €58,140). Travel and subsistence expenses of €4,915 were paid to board members in respect of 2011 (2010: €3,799) in accordance with civil service travel and subsistence rates.

14. ENFORCEMENT FEES

Enforcement fees consist of fines for non-compliance with the Authority's regulations and amounted to €9,837 in 2011 (2010: €14,723). These fees are accounted for in licence fee income.

15. APPROVAL OF FINANCIAL STATEMENTS

These accounts were approved by the Authority on

25/10/2012



Appendices

APPENDIX 1

Organisation Chart

Organisation Chart for the Private Security Authority at 31/12/2011			
Geraldine Larkin Chief Executive Officer			
Corporate Affairs	Enforcement	Licensing	Training and Standards
<i>Corporate Services/ Public Relations/ Accommodation/ Administration/ Financials</i>	<i>Enforcement/ Complaints/ Investigations/ Prosecutions</i>	<i>Licensing of Individuals and Contractors</i>	<i>Research and Project Development for Training and Standards</i>
Siobhán Carew Josephine Crowe Breda Burke Norah Lonergan Kathleen McGlynn George O'Neill	John O' Dwyer Jim McGlynn Jerry Cotter Patricia Quirke Margaret Donovan Lynda O' Sullivan Kay McAuliffe Edward Gannon Joseph Reilly Damien Travers	Paul Scallan Pat Gooley Mary Davern Mary Rose Kinane Breda Ryan Ann Lonergan Liz Maher Sandra Quirke Kathleen Ryan Bernie Ryan Noreen Hogan Anne Breheny Nano Ryan Mary Ryan Maria Cagney Eilish McCormack	Seamus Burke Rosie Cunningham Jim O'Neill David McGuinness

APPENDIX 2

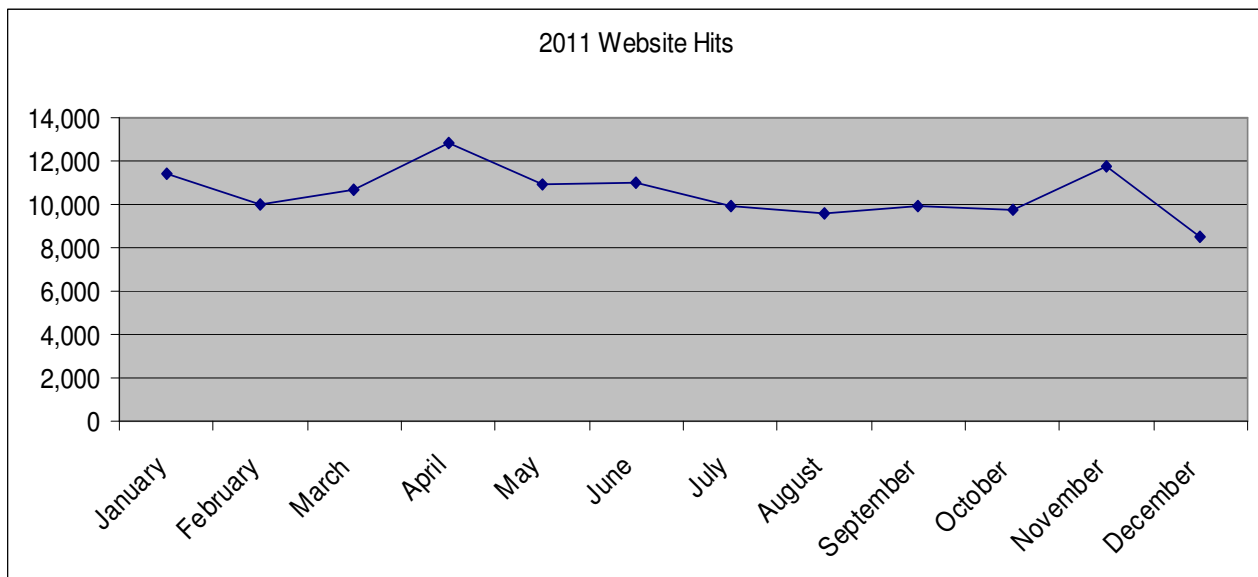
PSA Media Coverage/Activity

Press releases	66
National newspapers articles	13
Provincial newspapers articles	17
Trade magazine/journal articles	19
Radio interviews	5
Newsletters	5
Presentations	2

APPENDIX 3

Website Statistics

January	11,418
February	9,972
March	10,690
April	12,810
May	10,944
June	11,020
July	9,894
August	9,596
September	9,876
October	9,777
November	11,756
December	8,502
Total	126,255



APPENDIX 4

PSA Publications

PSA 16	2008 Annual Report	September 2010
PSA 17	2009 Annual Report	October 2011
PSA 18	2010 Annual Report	December 2011

14th January 2011	Installer Exemption Private Security (Exemption) Order 2007
15th April 2011	Installer Exemption Private Security (Exemption) Order 2007
8th July 2011	Installer Exemption Private Security (Exemption) Order 2007
12th July 2011	Installer Exemption Private Security (Exemption) Order 2007
7th October 2011	Installer Exemption Private Security (Exemption) Order 2007

APPENDIX 5

PSA Regulations

S.I. No. 152 of 2011

Private Security (Duplicate Licence and Identity Card Fee) Regulations 2011

APPENDIX 6

Energy Report

Overview of Energy Usage in 2011

In 2011 the sources of the main usage of energy in the PSA continued to be heating oil and electricity for lighting and other uses. The PSA moved into its current building in 2008 and the building in Davis Street 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 PSA populating the building. This is evidenced by the C2 Energy rating which is above average for typical buildings of this type.

The Energy Team continued to meet and introduce energy saving initiatives in 2011 as part of the “Optimising Power @ Work” initiative driven by the OPW in conjunction with Aramark Ireland, formerly Vector-FM.

The PSA does not have the facility to avail of renewable fuels.

Actions Undertaken in 2011

The Energy Team consists of the Energy Officer plus three other members of staff. The team meets every fortnight during the winter months and undertook a number of initiatives to involve staff in saving energy throughout the building.

The aim of the PSA 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 2012

The Energy Team will continue to seek out ways of reducing our energy usage in 2012 and will continue to work closely with the OPW and Aramark Ireland. Assuming that we don't get a repeat of the severe winter of 2010/2011 we are confident that savings can be achieved.



An tÚdarás Slándála Príobháidí
The Private Security Authority

DRÉACHT-TUARASCÁIL BHLIANTÚIL

2011

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. Gníomhaíocht CP
3. Staitisticí Láithreán Gréasáin
4. Foilséacháin an PSA
5. Rialacháin an PSA
6. Tuarascáil Fuinnimh



Brollach ag Ronan King, Cathaoirleach an Údaráis Slándála Príobháidí

Is deas liom Tuarascáil 2011 an Údaráis Slándála Príobháidí a chur i láthair. Ba é 2011 an chéad bhliain dár straitéis nua don tréimhse 2011-2013 agus dár Ráiteas Misin nua. Ceanglaíonn an Ráiteas Misin sin ar an Údarás 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. Ba é ár gcuspóir don bhliain cur lenár rath reatha rialála ón straitéis roimhe seo trí chaighdeáin a choimeád in earnálacha reatha ceadúnaithe agus ceadúnú a shíneadh chuig na hearnálacha eile nach bhfuil ceadúnaithe go fóill.

Bhain rí-thábhacht le tabhairt isteach ceadúnú foirne a oibríonn i gcuideachtaí Airgid faoi Bhealach agus cuideachtaí suiteáilte CCTV maidir lenár gcroíchuspóir a fhorbairt. Bhain achtú reachtaíocht leasaithe roinnt constaicí don PSA. Is mian liom ról an Aire Dlí agus Comhionannais a aithint maidir le dul i ngleic leis na saincheisteanna seo chomh luath sin ina théarma oifige. Simpleoidh na leasuithe seo gnéithe áirithe dár bpróiseáil agus cuirfidh sé ar ár gcumas againn ceadúnais a eisiúint níos éifeachtaí. Ina theannta sin, éascóidh na leasuithe seo don PSA breis acmhainní a fháil chun tacú agus chun cur lenár n-acmhainní reatha forfheidhmithe.

Ar an drochuair, chuir moill ar an reachtaíocht thánaisteach ina leagtar amach na critéir ceadúnaithe bac ar an Údarás Slándála Príobháidí óna sprioc a réadú le haghaidh earnálacha nua a cheadúnú in 2011. Cé go bhfuil brúnna ann ar fud na seirbhíse iomláine poiblí, baineann rí-thábhacht leis na rialacháin seo lenár gcuid oibre. Táim muiníneach go n-achtófar na rialacháin seo go luath in 2012, gníomh a chuirfidh ar chumas an PSA ceadúnú na n-earnálacha seo a chur ar bun le linn na bliana.

Tá comhoibriú leanúnach leis an nGarda Síochána agus leis na Coimisinéirí Ioncaim mar bhonn agus taca d'obair an PSA agus baineann rí-thábhacht leis i dtaca lenár gcuspóir chun monatóireacht agus forfheidhmiú a dhéanamh ar an mionlach beag nach mbaineann amach na caighdeáin cheadúnaithe. Is mian liom an ról a bhí ag na comhpháirtithe seo a aithint a chinntíonn go mbaintear an úsáid is éifeachtúla as acmhainní an Stáit sa tionscal.

Taobh amuigh den Údarás, ciallaíonn an timpeallacht dhúshlánach gheilleagrach go bhféadfadh go mbeadh ról níos mó ag an tionscal slándála príobháidí anois agus iad ag glacadh le breis freagrachtaí, amhail a tharla i ndlínsí eile. Tacóidh an PSA le haon tionscnaimh sa limistéar seo lena chinntiú go bhfuil an tionscal ag oibriú de réir an leibhéal is airde a theastaíonn d'fhonn go mbeadh muinín ag na tomhaltóirí as cáilíocht sheachadadh na seirbhíse.

Mar fhocal scoir, is mian liom tiomantas leantach ár gComhbhall den Bhord agus ár bPríomhfheidhmeannaigh agus iad ag tabhairt faoi fhís ár Ráitis Straitéise nua.



Réamhrá ag Geraldine Larkin, an Príomhoifigeach Feidhmiúcháin

Tá gliondar croí orm Tuarascáil Bhliantúil 2011 an PSA a chur i láthair. Bhí brú leantach airgeadais ina ghné shuntasach i rith na bliana don tionscal agus don PSA araon. Agus an cás amhlaidh, lean an PSA agus an tionscal slándála le hoibriú as lámh a chéile le caighdeáin sheachadadh na seirbhíse ar fud an tionscail a choimeád agus a fheabhsú san áit gurbh fhéidir.

Léirigh comhiarrachtaí an PSA ag oibriú leis an tionscal agus ár bpáirtithe leasmhara níos fairsinge gur tháinig feabhas fiú níos mó ar rátaí comhlíonta in 2011 agus tá 100% de gach conraitheoir gardála ceadúnaithe anois. I dtaobh cúrsaí ceadúnú aonair, tá 95% de gach duine ag a bhfuil post doirseora nó slándáil dorais ceadúnaithe anois. Cuireann an tuarascáil seo samplaí ar fáil de na saghsanna comhlíonta, forfheidhmithe agus obair ionchúisimh a theastaíonn a dhéanamh chun an sprioc seo a bhaint amach.

Baineann rí-thábhacht le comhoibriú le Gníomhaireachtaí eile Stáit, an Garda Síochána agus na Coimisinéirí Ioncaim ach go háirithe, lenár rath. Bhí an rath ar an gcomhpháirtíocht agus líon ionchúiseamh a dhéanamh mar gheall ar sholáthar seirbhísí gan cheadúnas. Ina theannta sin, sainathnódh cásanna ina raibh airgead á íoc le foireann, agus b'ionann sin agus baint de na hoibreoírí dlisteanacha a chomhlíonann gach caighdeán.

Níor eascair ionchúisimh ar an láthair as gach cás agus sa chás gur thángthas ar shárú, cinntíonn an PSA go gceartaítear dul i léig agus go gcoimeádtar iad trí chlár monatóireachta leanúnaí. I 52 cás conraitheora le linn 2011, ní raibh an PSA sásta leis na caighdeáin a bhí á gcoimeád agus cuireadh ceadúnais ar fionraí nó rinneadh iad a chúlghairm. Rinneadh 40 ceadúnas aonair sa mhullach air sin a chur ar fionraí nó a chúlghairm mar gheall gur theip ar oibreoírí cloí leis na critéir cheadúnaithe.

I dtaobh cúrsaí oibríochta, thug an PSA cuíchóiriú feabhsaithe isteach le linn na bliana i dtaobh ár gcóras, agus d'eascair próiseáil ní ba thapúla iarratas aonair ar cheadúnas as seo, agus mar thoradh air sin, laghdaíodh an líon fiosrúchán a rinneadh ar ár bhfoireann ceadúnaithe, agus dá dheasca sin, chruthaigh seo níos mó acmhainní chun tabhairt faoi eisiúint ceadúnas. Leanfaidh an obair seo le linn 2012 mar gheall go bhfuil an PSA tiomanta don am a ghlacann sé chun ceadúnas a phróiseáil a laghdú agus i gcomhthráth, a chinntiú go ndíscaoilimid go hiomlán ár bhfreagrachtaí maidir lena dheimhniú cibé acu an bhfuil nó nach bhfuil iarratasóir oiriúnach agus ceart le hoibriú sa tionscal.

Tá ag éirí go geal leis an socrú suiteála le haghaidh íocaíocht táillí ag conraitheoirí beaga, atá i bhfeidhm le dhá mhí dhéag anois. Measann an PSA go bhfuil méadú ar athnuachan ceadúnais chonraitheoirí, go háirithe ceadúnais suiteála aláram ionraidh, faoi deara rath na háise seo. Tá sé beartaithe leanúint ar aghaidh leis an socrú seo isteach in 2012.

Bhí comhoibriú fiú níos dlúithe ar bun in 2011 leis an nGarda Síochána agus bhí comhdháil an-áisiúil ar bun i gColáiste an Gharda Síochána, an Teampall Mór idir na Gardaí agus foireann an PSA. Ba é cuspóir na comhdhála seo cur le hoibríochtaí reatha, faisnéis reatha a nuashonrú agus tacú agus forbairt a dhéanamh, go ginearálta, ar chaidreamh an PSA/an Gharda Síochána. Is mian liom buíochas a chur in iúl dár gcomhghleacaithe den Gharda Síochána as ucht a gcúnaimh agus cabhrach leanúnaí agus iad ag dul i ngleic go héifeachtach leis an mionlach beag de sholáthróirí agus d'fhoireann neamhchomhlíontach.

Amhail is gnách, déanann Bord an PSA obair an PSA a dheimhniú agus a stiúradh faoi Chathaoirleacht an Uasail Ronan King. Leanann an éagsúlacht taithí atá ag baill den Bhord bheith mar acmhainní fíor-fhiúntacha don Údarás agus iad ag tabhairt faoinár sainchúram reachtúil.



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 PSA 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

ÁR RÓL

An príomhról atá againn ná cinntiú gur 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 chláir 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 tadhail 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 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.

Ar an dóigh seo, forbróidh an PSA 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 PSA 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, leagtar amach an obair atá le déanamh chun tús a chur le rialú agus téitear i muinín na taithí rialaithe le cúig 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 PSA 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 spríocanna:

Spríoc 1: Leanúint le rialú céimnithe an tionscail slándála príobháidí

Spríoc 2: Comhlíonadh ceanglais cheadúnaithe a chinntiú

Spríoc 3: Caighdeán 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 caighdeán cheadúnaithe a chruthú a athbhreithniú

Spríoc 1: Leanúint le rialú céimnithe an tionscail slándála príobháidí

Tá an Rannán Ceadúnaithe freagrach as riaradh chóras ceadúnaithe an Údaráis a dhéanann ceadúnú conraitheora agus aonair araon a chorprú. Is í ár n-aidhm chun córas ceadúnaithe an Údaráis a riar ar bhealach fíor-éifeachtúil agus chun freastal ar riachtanais dhlísteanacha ár bpáirtithe leasmhara uile. Cuirimid ár seirbhís ar fáil ar aon dul leis na spriocanna a leagtar amach i bPlean Straitéiseach an Údaráis 2011-2013.

Athbhreithniú

Arís eile, bhí bliain eachtrúil ag an Rannán Ceadúnaithe in 2011 agus sháraigh méideanna ceadúnaithe conraitheora agus aonair araon na meastacháin um thús na bliana. I bhFeabhra, tugadh faoi shuirbhé ar chonraitheoirí san earnáil gardáil slándála agus tugadh isteach táille d'eisiúint ceadúnais agus cártaí aitheantais dúblacha i mBealtaine. Thit athruithe amach ag deireadh na bliana ar conas a phróiseálaimid athnuachan conraitheora fad a cuireadh tús leis an gcóras is gnóthaí de cheadúnú aonair agus sinn i mbun réitigh d'éag nach mór 9,000 ceadúnas in Eanáir agus i bhFeabhra 2012.

Thit an dara babhta d'athnuachan 190 conraitheoir amach a ceadúnaíodh i dtosach in 2007 mar aon le hathnuachan 87 conraitheoir a ceadúnaíodh i dtosach in 2009. Ar an iomlán, fuarthas 316 athnuachan agus iarratas céaduaire le linn na bliana agus b'ionann iomlán na n-iarratas agus 2,649 ó cuireadh tús le ceadúnú in 2006.

Bhain ceadúnú aonair garspríoc nua amach in 2011 agus bhí 27,860 ceadúnas i mbun cúrsaíochta faoi dheireadh na bliana, an líon ab airde riamh. B'ard don mhéid iarratais chéaduaire le linn na bliana agus fuarthas 5,475. Ar an iomlán fuarthas 12,179 iarratas aonair (iarratas céaduaire agus athnuachan) i gcomparáid le 13,715 in 2010. Agus aird air go mbíonn an córas ceadúnais dhá bhliain agus an chaoi go bhfuil dhá thrian den stoc reatha ceadúnais le hathnuachan in 2012 (ar nós 2010), is figiúr dochreidte seo.

B'ionann iomlán na dtáillí ceadúnaithe agus €2,224,682 agus bhain €1,461,232 díobh le ceadúnú aonair agus €763,450 le ceadúnú conraitheora. B'ionann an figiúr comhfhreagrach in 2010 agus €2,739,903. Is éard atá mar chúis leis an éagsúlacht an córas ceadúnaithe dhá bhliain agus méid níos mó athnuachana in 2010 agus 2012.

Freagrachtaí Ginearálta

Eisíonn an Rannán Ceadúnaithe ceadúnais an Údaráis agus táthar freagrach as a chinntiú go gcomhlíonann gach iarratas ceanglais cheadúnaithe. Is í próiseáil iarratas príomhfheidhm an rannáin agus eisítear dhá shaghas ceadúnais:

- Teastaíonn Ceadúnais Chonraitheora ó chuideachtaí, comhpháirtíochtaí agus trádálaithe aonair a chuireann seirbhísí slándála ar fáil i bPoblacht na hÉireann,
- Ní theastaíonn Ceadúnais Aonair uathu siúd go léir a oibríonn san earnáil slándála laistigh den stát cibé acu má tá siad fostaithe ag conraitheoir cheadúnaithe nó go díreach ag gnólacht mar phearsanra slándála intí.

Tá an dá shaghas ceadúnais bailí ar feadh tréimhse 2 bhliain.

Ina theannta sin, tá ról ag an rannán maidir le monatóireacht a dhéanamh ar shealbhóirí ceadúnais lena chinntiú go mbíonn aird acu ar na ceanglais cheadúnaithe feadh shaolré an cheadúnais. Ina theannta sin, tá an rannán freagrach chomh maith as riar bhunachair shonraí TF an Údaráis agus bainistíonn siad córas gutháin agus limistéar fáiltithe an Údaráis.

Ceadúnú - Conraitheoirí

Fostaíocht agus Láimhdeachas

Faoi láthair tá 741 conraitheoir ag a bhfuil ceadúnas reatha chun seirbhísí slándála a sholáthar in 5 earnáil. Is ionann fostaíocht ag na conraitheoirí seo agus 19,313 duine (2010: 20,352) agus sáraíonn an comhláimhdeachas amhail a nochtar sna foirmeacha iarratais seo €525 milliún (2010: €573 milliún).

Fostaíocht agus Láimhdeachas de réir Earnála do na Conraitheoirí Ceadúnaithe

Earnáil	Láimhdeachas (€)	Líon na bhFostaithe
Doirseoir	15,496,000	1,873
Garda Slándála (Statach)	286,578,000	14,485
Garda Slándála (Monatóireacht)	34,531,000	422
Suiteálaí (Aláirim Ionraidh)	122,599,000	1,713
Airgead faoi Bhealach	66,239,000	820
Iomlán	525,443,000	19,313

Bunaithe ar shonraí a soláthraíodh i bhFoirmeacha Iarratais

Próiseáil Iarratas

Le linn na bliana, fuarthas 316 iarratas conraitheora as a raibh 93 díobh ina n-iarratas céaduaire agus 223 díobh ina n-iarratas athnuachana. Is ionann seo agus 2,649 líon iomlán na n-iarratas a fuarthas ó tosaíodh ceadúnú conraitheora in 2006. Diúltaíodh 54 (17%) de na hiarratais tar éis iad a fháil óir 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 8 n-iarratas bhreise tar éis gur theip orthu na ceanglais cheadúnaithe a chomhlíonadh.

Iarratais nua Chonraitheora de réir Earnála in 2011

Earnáil	Iarratais a Fuarthas
Doirseoir	8
Garda Slándála (Statach)	26
Garda Slándála (Monatóireacht)	3
Suiteálaí (Aláirim Ionraidh)	61
Airgead faoi Bhealach	0
Iomlán	98

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

D'éag ceadúnais 277 conraitheoir le linn na bliana, lena n-áirítear 190 conraitheoir a raibh a gceadúnas á athnuachan acu don dara huair. Theip ar 60 (22%) díobh seo a gceadúnas a athnuachan faoi dheireadh 2011, i gcomparáid le 21% in 2010.

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 2011 de réir earnála

	DOIRSEOIR	GARDA SLÁNDÁLA (MONATÓIREA CHT)	GARDA SLÁNDÁLA (STATACH)	SUITEÁLAÍ (ALÁRAIM IONRAIDH)	AIRGEAD FAOI BHEALACH	IOMLÁN
Líon na hAthnuachana	5	1	9	48	0	63
CÚISEANNA LE NEAMHATHNUACHAN						
Comhdhlúthú Tionscail	0	0	0	0	0	0
Stop curtha le Trádáil	5	0	8	31	0	44
Aonán Nua	0	0	0	0	0	0
Imscrúdú ar bun	0	1	1	17	0	19
IOMLÁN	5	1	9	48	0	63

**Féadfaidh conraitheoirí oibriú i mbreis agus eanáil amháin*

Is ionann méid cheadúnais 2011 a rinneadh a athnuachan i ndiaidh an dáta éagtha agus 31%, ar méadú seo ó 26% in 2010. Anuas air sin, fuarthas 19 n-iarratas le linn 2011 ar cheadúnais a athnuachan a bhí éagtha in 2010. Cruthaíonn athnuachan dhéanach ceadúnas breis éilimh ar acmhainní an rannáin agus leanann an tÚdarás ag lorg bealaí chun dul i ngleic leis an tsaincheist seo.

I Nollaig, i ndiaidh achtú an Achta um Dhlí Sibhialta (Forálacha Ilghnéitheacha), 2011, thug an tÚdarás athruithe isteach ar eisiúint ceadúnais athnuachana conraitheora. Is ionann anois dáta eisiúna gach ceadúnais athnuachana an lá i ndiaidh dháta éagtha an cheadúnais a

bhíodh faoi sheilbh gan aird ar cathain a dhéantar cinneadh ar an iarratas. Cinntíonn an t-athrú nach ann d'aon chur isteach ar shaolré ceadúnais.

Ceadúnais Chonraitheora amhail 31/12/ 2011

Earnálacha	Líon na gConraitheoirí
Aláirim Ionraidh	469
Garda Slándála (Statach)	163
Doirseoir/Garda Slándála (Statach)	53
Garda Slándála (Monatóireacht)	15
Doirseoirí	8
Garda Slándála (Monatóireacht)/Aláirim Ionraidh	8
Airgead faoi Bhealach	8
Garda Slándála (Statach)/Aláirim Ionraidh	7
Garda Slándála (Statach)/Garda Slándála (Monatóireacht)	4
Doirseoir/Garda Slándála (Statach)/Aláirim Ionraidh	3
Garda Slándála (Statach)/Garda Slándála (Monatóireacht)/Aláirim Ionraidh	2
Doirseoir/Garda Slándála (Statach)/Garda Slándála (Monatóireacht)/Aláirim Ionraidh	1
Iomlán	741

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 59 conraitheoir iarratas ar an socrú suiteála agus deonaíodh an socrú dóibh uile le linn 2011. Is ionann anois 78 agus an líon socruithe a deonaíodh ó tugadh isteach an scéim.

Socruithe Suiteála a Deonaíodh de réir Earnála

Earnáil	Líon
Suiteálaithe Aláirim	71
Garda Slándála (Statach)	1
Garda Slándála (Monatóireacht)	1
Doirseoir	1

Garda Slándála (Statach) agus Doirseoir	4
Iomlán	78

Deonaíodh socrú chun leanúint ar aghaidh ag oibriú do 75 as na 78 conraitheoir. Stop conraitheoir amháin ag trádáil i ndiaidh gur íocadh an tráthchuid dheireanach. Stop conraitheoir eile ag trádáil 8 mí tar éis gur eisíodh an ceadúnas agus sula ndearnadh an íocaíocht deiridh agus rinneadh a gceadúnas a chúlghairm ó chonraitheoir amháin tar éis gur theip ar an gconraitheoir an tráthchuid dheireanach a íoc.

Tar éis athbhreithniú a dhéanamh ar an scéim i nDeireadh Fómhair, mheas an tÚdarás go raibh an rath uirthi agus rinne siad an cinneadh chun leanúint leis an scéim níos faide ná an tréimhse thrialach 12 mhí. Chuir an scéim le laghdú an ráta neamhathnuachana i measc conraitheoirí, chuir sí feabhas ar ár n-ioncam táillí, dhíbir sí fiosrúchán isteach sa tsaincheist agus shásaigh sí ceanglais an Údaráis agus sealbhóirí ceadúnais araon.

Comparáid idir Líon na gCeadúnas arna Eisiúint le haghaidh gach earnála ag deireadh gach bliana ó 2006 i leith

	DOIRSEOIR	GARDA SLÁNDÁLA (MONATÓIR EACHT)	GARDA SLÁNDÁLA (STATACH)	SUITEÁLA Í (ALÁRAIM IONRAIDH)	AIRGEAD FAOI BHEALACH	GACH EARNÁIL
Nollaig 2006	45	15	251	282	0	593
Nollaig 2007	53	19	278	490	0	840
Nollaig 2008	56	22	254	501	0	833
Nollaig 2009	71	26	263	491	0	851
Nollaig 2010	71	29	239	494	23	856
Nollaig 2011	65	30	233	490	26	844

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 Rannán athbhreithniú ar stádas comhlíonta conraitheoirí ar fud chóras an cheadúnais. 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 13 chonraitheoir a chúlghairm i mbliana, agus cuireadh ceadúnas conraitheoir amháin ar fionraí. Anuas air sin, eisíodh Fógra Iomardaithe amháin do chonraitheoir le linn na bliana mar gheall gur sáraíodh rialacháin cheadúnaithe.

Bhain gach ceann de na ceadúnais a cúlghaireadh in 2011 le ceadúnais Suiteálaí (Aláirim Ionraidh) tar éis gur theip ar na conraitheoirí fianaise a sholáthar don Údarás go raibh ceadúnas reatha bailí acu.

Achomhairc

Fuair Bord Achomhairc na Slándála Príobháidí 9 n-achomharc conraitheora i leith chinneadh an Údaráis in 2011 agus is ionann agus 48 líon iomlán na n-achomharc conraitheora a fuarthas go nuige seo. Bhain 3 cinn de na hachomhairc le cinntí chun an t-iarratas a dhiúltú, bhain 4 cinn le ceadúnas a chúlghairm agus bhain 2 cheann le ceadúnas a chur ar fionraí.

Stádas Achomhairc Chonraitheora de réir Earnála amhail an 31/12/2011

Earnáil	Achomhairc arna gCur ar Aghaidh	Seasadh leis an gCinneadh	Cuireadh an Cinneadh ar Ceal	Ag fanacht le Toradh
Doirseoir	6	3	1	2
Garda Slándála (Statach)	17	8	6	3
Garda Slándála (Monatóireacht)	0	0	0	0
Suiteálaí (Aláirim Ionraidh)	31	14	12	7
Iomlán*	54	25	19	12

* Baineann sé achomharc le hiarratais in dhá earnáil agus is ionann an líon iomlán agus 39 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 Caighdeán 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 ceadaíonn siad 6 aláram ar a mhéid a shuiteáil. In 2011, d'eisigh an rannán 35 díolúine, i gcomparáid le 59 in 2010. Eisíodh 211 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 22 díolúine fós ag oibriú ag deireadh na bliana.

Stádas na nDíolúintí Suiteálaí a eisíodh go dtí an 31/12/2011

Iomlán na nDíolúintí Suiteálaí a Eisíodh	211
Ceadúnais a Eisíodh	159
Ceadúnais a Diúltaíodh	17
Iarratais ar Cheadúnas a Aistarraingíodh	13
Díolúintí atá Eisithe faoi Láthair	22

Tá sé beartaithe ag an Údarás an díolúine le haghaidh suiteálaithe a ionadú ag ceadúnas sealadach tar éis go ndearnadh foráil le haghaidh ceadúnais shealadacha san Acht um an Dlí Sibhialta (Forálacha Ilghnéitheacha), 2001. Eiseofar an ceadúnas sealadach le haghaidh tréimhse 6 mhí agus beidh sé de chumhacht ag an Údarás an ceadúnas a shíneadh ar feadh 9 mí sa bhreis air sin. Tá dréachtrialacháin a cheadaíonn ceadúnais shealadacha a thabhairt isteach le hOifig an Ard-Aighne faoi láthair.

Athbhreithnithe Breithiúnacha

In 2010, thug conraitheoir athbhreithniú breithiúnach i leith Bhord Achomhairc na Slándála Príobháidí agus bhí an tÚdarás ina bpáirtí fógra sna himeachtaí. Dhiúltaigh an tÚdarás an t-iarratas i gcomhréir le halt 22(3)(b)(i) den Acht ar an bhforas nach raibh duine a bhí nasctha leis an gconraitheoir mar dhuine cuí agus oiriúnach chun seirbhís slándála a sholáthar. Sheas an Bord Achomhairc le cinneadh an Údaráis.

An 28 Eanáir 2011, thug an Ard-Chúirt breithiúnas ex tempore ar an gcás a thug an conraitheoir. Rinne an Chúirt cinneadh i bhfabhar Bhord Achomhairc na Slándála Príobháidí. Ní dhearnadh costais a dhámhachtain sa chás.

Stádas na nIarratas ar Cheadúnais ó Chonraitheoirí a Fuarthas amhail an 31 Nollaig 2011

STÁDAS AN IARRATAIS	DSP	GARDA SLÁNDÁLA (MONATÓIR EACHT)	GARDA SLÁNDÁLA (STATACH)	SUITEÁLAÍ (ALÁRAIM IONRAIDH)	AIRGEAD FAOI BHEALACH	GACH EARNÁIL
Ceadúnais arna Eisiúint	65	30	233	490	26	844
Iarratas arna Chealú	18	2	55	28	0	103
Ceadúnas arna Chúlghairm	5	0	17	30	0	52
Curtha ar Fionraí	1	0	1	0	0	2
Diúltaithe	14	2	45	84	4	149
Cuilleáilte	19	5	27	31	0	82
Aistarraingthe	9	1	17	38	0	65
Neamhiomlán	7	0	11	28	0	46
Iomlán	138	40	406	729	30	1,343

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. Ní áirítear sonraí faoi cheadúnais atá éagtha.

Tagraíonn Ceadúnas arna Chealú do chonraitheoirí a chur stop le trádáil agus a ndearnadh a gceadúnas a chealú. Tagraíonn Ceadúnas arna Chúlghairm do cheadúnaithe ar theip orthu na rialacháin cheadúnaithe a chomhlíonadh agus a ndearnadh a gceadúnas a chúlghairm.

Ceadúnú – Daoine Aonair

Próiseáil Iarratas

Ba bhliain thábhachtach eile 2011 i dtaca le ceadúnú aonair agus bhain an líon ceadúnas a bhí i mbun cúrsaíochta an figiúir ab airde amach agus lean an méadú sa chuid eile den bhliain agus eisíodh 27,860 ceadúnas faoin 31 Nollaig. Léirigh seo méadú 10% ar an líon ceadúnas a bhí i mbun cúrsaíochta ag tús na bliana agus méadú breis agus 900 ar an bhfigiúir ab airde roimhe seo (26,942). Tá an méadú seo ar cheadúnais a eisíodh mar thoradh ar an nglacadh tréan iarratas céaduaire agus fuarthas 5,475 díobh le linn na bliana.

Comparáid idir Líon na gCeadúnas arna eisiúint amhail an 31/12/2009, 2010 agus 2011

CATAGÓIR	2009	2010	2011
Doirseoir (Áitreabh Ceadúnaithe)	6,873	5,979	6,283
Garda Slándála (Statach)	18,295	16,421	17,599
Doras agus Statach	1,774	2,952	3,978
Iomlán	26,942	25,352	27,860

B'ionann an ráta athnuachana do 2011 agus 47%, go maith faoi bhun ráta 60% 2010. Faoi dheireadh na bliana, rinneadh 4,240 de na 8,984 ceadúnas a d'éag a athnuachan. I dtaobh méideanna de, bíonn tromlach na gceadúnas dlite lena n-athnuachan in 2012 agus tá 65% de gach ceadúnas dlite lena n-athnuachan an bhliain seo chugainn. Beidh gá le monatóireacht chúramach a dhéanamh ar an ráta athnuachana le linn 2012.

Anuas air sin, fuarthas 636 iarratas chun ceadúnais a athnuachan a d'éag in 2010, lena n-áirítear 137 iarratas ar cheadúnais a d'éag in Eanáir 2010. Mhéadaigh seo ráta athnuachana 2010 go dtí 64% aníos ó 60% ag tús na bliana.

Méadaíonn líon athnuachana 2010, nuair a shuimítear é leis na 1,581 (37%) d'iarratais athnuachana 2011 a fuarthas i ndiaidh dháta éagtha an cheadúnais (38% in 2010) an brú atá ar acmhainní an aonaid cheadúnaithe aonair. Is gá breithniú a dhéanamh ar bhearta nua chun athnuachan dhéanach a phróiseáil chun an brú méadaitheach a laghdú atá ar an aonad mar gheall ar an obair seo.

Tionchar Éag Ceadúnas agus Eisiúint Ceadúnas in 2011

Mí na hAthnuachana	Ceadúnas is Éagtha	Ceadúnas arna nAthnuachan	Ceadúnas Chéaduaire arna nEisiúint	Iomlán na gCeadúnas a Eisíodh	Éagsúlacht: Ceadúnas arna nEisiúint i leith Ceadúnas Éagtha
Feabhra	1,720	850	1,989	2,839	1,119
Márta	1,291	651	832	1,483	192
Aibreán	1,053	543	216	759	-294
Meitheamh	2,007	952	970	1,922	-85
Lúnasa	1,195	560	1,311	1,871	676
Deireadh Fómhair	1,093	472	663	1,135	42
Samhain	625	214	671	885	260
Iomlán	8,984	4,242	6,652	10,894	1,910

In ainneoin an laghdaithe a tháinig ar ráta athnuachana 2011 anuas go dtí 47%, léiríonn an tábla thuas gur sheach-chur méid na gceadúnas céaduaire an laghdú ar na ceadúnas nach ndearnadh a athnuachan. Faoi dheireadh na bliana, sháraigh líon na gceadúnas arna eisiúint an líon ceadúnas nach ndearnadh a athnuachan faoi 1,910.

Tarlóidh an tréimhse athnuachana is gnóthaí sa chóras ceadúnas dhá bhliain in Eanáir agus i bhFeabhra 2012 agus tá iarratais á bhfáil againn le haghaidh athnuachan cheadúnas 2012 ó Dheireadh Fómhair i leith. Ar an iomlán, fuarthas 12,179 iarratas ar cheadúnas in 2011, ina raibh 5,475 iarratas céaduaire agus 6,704 iarratas athnuachana.

B'ann do mhéadú suntasach ar an líon iarratas a diúltaíodh tar éis iad a fháil mar gheall gur theip ar iarratasóirí an cháipéisíocht uile riachtanach a sheoladh lena n-iarratas. Diúltaíodh breis agus 2,700 iarratas in 2011, i gcomparáid le 698 in 2010. Ba í an chúis a bhí leis seo forfheidhmiú níos déine nósanna imeachta ag an Údarás agus cé gur eascair méadú ar an líon iarratas arna dhiúltú as seo, chuir sé le feabhas foriomlán a chur ar amanna próiseála agus le laghdú a chur ar an líon iarratas atá idir lámha tráth dheireadh na bliana.

Próiseáil Iarratais in 2011

	Iarratais
Iarratais idir lámha amhail an 01/01/2011	1,981
Iarratais arna bhFáil in 2011	12,179
Iarratais arna gCríochnú	13,356
Iarratais idir lámha amhail an 31/12/2011 <i>As a raibh:</i> <i>Iarratais Chríochnaithe: 752</i> <i>Iarratais Neamhiomlána: 52</i>	804

Ó Bhealtaine 2010, déantar gach foirm Iarratais aonair a scanadh agus déanann soláthróir seachfhoinisithe seirbhíse sonraí a bhailiú. Ina theannta sin, eisíonn an soláthróir seirbhíse litreacha aitheantais d'Iarratasóirí céaduaire ar ár son. D'éascaigh an tseirbhís sheachfhoinisithe 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 ag amanna próiseála na n-Iarratas céaduaire ar an bpróiseas grinnfhiosrúcháin. I Samhain 2010, chistigh an tÚdarás earcú ball foirne amháin sealadach in Aonad Grinnfhiosrúcháin an Gharda Síochána ar feadh tréimhse shé mhí. De bharr na hinfheistíochta seo, b'idir 19 agus 45 lá na hamanna grinnfhiosrúcháin i gcomparáid le idir 43 agus 94 lá in 2010. Mar gheall ar rath an tionscnaimh seo, síneadh an Conradh don bhall foirne ar feadh 6 mhí go dtí Samhain 2011. Ní raibh fáil ar acmhainní chun an tionscnamh a shíneadh thar Shamhain 2011 agus tá an tÚdarás i mbun plé a dhéanamh ar bhearta eile leis an Aonad Grinnfhiosrúcháin.

Mar thoradh ar na bearta, thit na meánamanna próiseála d'Iarratais chéaduaire ó 76 lá in 2010 go dtí 41 lá in 2011 agus thit na hamanna próiseála ó 14 lá in 2010 go dtí 7 lá in 2011. Is ionann anois an comh-mheánam próiseála agus 23 lá, leath mheán 2010.

D'eisigh an rannán 377 ceadúnas agus cárta aitheantais dúblach in 2011, ar laghdú 30 é seo ar fhigiúr 2010. Ó Bhealtaine 2011, tá táille €20 á gearradh ag an Údarás chun cáipéisí dúblacha a eisiúint agus tá fáiltas €3,020 tar éis eascairt as seo in 2011.

Stádas na nIarratas ó Chonraitheoirí Aonair a Fuarthas amhail an 31 Nollaig 2011

STÁDAS AN IARRATAIS	DOIRSEOIR	GARDA SLÁNDÁLA (STATACH)	IOMLÁN
Ceadúnais arna Eisiúint	10,261	21,577	31,838
Diúltaithe	1,374	3,815	5,189
Arna Chúlghairm ag an PSA	13	18	31
Aistarraingthe	117	213	330
Iarratas arna Chealú	20	38	58
Curtha ar Fionraí	5	4	9
Neamhiomlán	28	42	70
Críochnaithe	388	594	982
Iomlán	12,206	26,301	38,507

Tagraíonn líonta na n-iarratas agus na gceadúnas d'iarratais a fuarthas nó do cheadúnais a eisíodh de réir conraitheoir aonair 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 2011, rinneadh ceadúnais naonúir a chur ar fionraí mar gheall gur sháraigh siad rialacháin cheadúnaithe, agus rinneadh 7 gceadúnas a chúlghairm mar gheall ar shaincheisteanna lenar bhain an choiriúlacht.

Diúltú agus Achomhairc

Dhiúltaigh an rannán 99 iarratas aonair in 2011, i gcomparáid le 158 iarratas in 2010 agus 1,714 in 2009. Amhail 2009, 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 77% den diúltú mar gheall air seo, ar méadú seo aníos ó 56% in 2010. Bhain an chuid ba mhó de na cásanna seo le ciontuithé coiriúla nó cásanna cúirte a bhí ar feitheamh.

Rinneadh 21 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 3 achomharc i leith cinntí chun ceadúnais a chúlghairm agus 3 chás i leith chinntí chun ceadúnas a chur ar fionraí. Rinneadh 295 achomharc ar an iomlán i leith ó cuireadh tús le ceadúnú agus ag deireadh na bliana, bhí 32 achomharc ar feitheamh cinnidh ag an mBord Achomhairc.

Stádas Achomharc Aonair amhail an 31/12/2011

Achomhairc arna gCur ar Aghaidh	295
Seasadh leis an gCinneadh	95
Cuireadh an Cinneadh ar Ceal	167
Ag fanacht le Toradh	32

Spríoc 2: Comhlíonadh ceanglais cheadúnaithe a chinntiú

Lean an PSA lena gcumhachtaí uile a úsáid in 2011 chun a bhfeidhm forfheidhmithe a chomhlíonadh, amhail a leagtar amach i Spríoc 2 de Ráiteas Straitéise 2011-2013 an PSA. Chomhlíon siad a bhfeidhm trí mhonatóireacht a dhéanamh orthu siúd atá ceadúnaithe agus a théann i mbun gníomhaíochta i leith iad siúd a sháraíonn na hAchtanna um na Seirbhísí Slándála Príobháidí, 2004 agus 2011. D'éirigh leis an PSA 10 n-ionchúiseamh rathúla a thabhairt a fhad leis na cúirteanna in 2011.

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

- na conraitheoirí agus na daoine siúd a chuireann seirbhísí neamhcheadúnaithe slándála ar fáil;
- na daoine siúd a fhostaíonn soláthróirí slándála neamhcheadúnaithe, lena n-áirítear daoine aonair;
- na daoine siúd atá ceadúnaithe le cinntiú go bhfuil na ceadúnaithe ag feidhmiú laistigh de shainchúram a gceadúnais agus iad ag cloí leis na caighdeáin chuí.
- na daoine siúd nach gcomhlíonann na ceanglais um Shuaitheantas Aitheantais

D'oibrigh an PSA go dlúth leis an tionscal slándála príobháidí, an Garda Síochána 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 neart faoi go leor obair oibríochtúil forfheidhmithe i rith 2011. Leanann tuairisciú soláthróirí neamhcheadúnaithe slándála agus sárúithe ar choinníollacha ceadúnaithe bheith mar uirlis fhíor-fhiúntach maidir le spríoc a dhéanamh díobh siúd atá ag oibriú in aghaidh an dlí nó lasmuigh de théarmaí a gceadúnais.

Faisnéis

Leanann faisnéis ón tionscal ar aghaidh a bheith ina príomhchúnamh leis an Údarás maidir le spríoc a dhéanamh dá gcuid acmhainní. Tá fáil faisnéise mionsonraithe agus sonraithe rithabhachtach maidir le cabhrú le hobair imscrúdaitheach an Údaráis. As na 524 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 351 díobh. Níl imscrúdú á dhéanamh ar 173 píosa faisnéise de bharr nár dhóthain an fhaisnéis a fuarthas nó go raibh an ceadúnas ag an gconraitheoir agus gurbh é sin bunús na faisnéise. Chruthaigh earnáil na Suiteálaithe Aláram an méid ba mhó d'fhaisnéis (217 píosa), agus bhí earnáil na

nDoirseoirí ina dhiaidh sin (154) mar aon le Gardáil Slándála (124). Laghdú atá sna 524 tuairisc faisnéise a fuarthas le linn 2011 ón 606 a fuarthas in 2010, agus is í earnáil na suiteálaithe aláram a chruthaíonn an líon is airde de thuiriscí sa dá bhliain.

Tuairiscí Faisnéise 2011 arna bhfáil de réir Earnála agus Stádais

Stádas	Doirseoir	Garda Slándála (Monatóireacht)	Garda Slándála (Statach)	Suiteálaí (Aláraim Ionraidh)	Iomlán
Nasctha le Cás/Á Imscrúdú	100	18	77	156	351
2010 ()	(121)	(18)	(112)	(172)	(423)
Gan bheith á Imscrúdú ¹	54	11	47	61	173
2010 ()	(59)	(18)	(57)	(49)	(183)
Iomlán	154	29	124	217	524
	(180)	(36)	(169)	(221)	(606)

¹ 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

Déantar athbhreithniú gníomhach ar an uile chás 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 2011:

	2009	2010	2011
Arna dhéileáil	1623	1949	1304
Beochás	0	19	260
	1623	1968	1564

Déanann Cigirí an PSA athbhreithniú leanúnach ar chásanna d'fhonn a chinntiú go dtugtar cásanna go dtí mearchonclúide. Tá beagán le cois 7% de na beochásanna ar siúl breis agus 12 mhí, ní dhúnfaidh an PSA cás nó go bhfuil siad sásta go ndeachthas i mbun gach beart réasúnta chun na saincheisteanna a imscrúdú agus a réiteach. Tá líon de na beochásanna a

bhí ar bun roimhe seo os comhair Bhord Achomhairc na Slándála Príobháidí. Leagtar amach sa tábla a leanas miondealú ar na beochásanna amhail an 31 Nollaig 2011:

Earnáil	Saghas	Stádas		Iomlán
		Imscrúdú ar bun	Arna chur faoi bhráid na nósanna imeachta ionchúisimh	
Doirseoir	Fostaí	50	0	50
	Cliant	45	1	46
	Conraitheoir	18	0	18
Garda Slándála (Monatóireacht)	Conraitheoir	10	0	10
Garda Slándála (Statach)	Fostaí	12	0	12
	Cliant	41	0	41
	Conraitheoir	36	0	36
Suiteálaí (Aláirim Ionraidh)	Cliant	26	0	26
	Conraitheoir	39	1	40
Iomlán				279

Comhlíonadh Conraitheora – Monatóireacht an PSA

Lean an fheidhm forfheidmithe i dtaca le monatóireacht a dhéanamh ar chonraitheoirí ceadúnaithe a bheith ina díriú tábhachtach i rith 2011. Tugadh faoi imscrúduithe ar 88 ceadúnaí d'fhonn a chinntiú go raibh siad ag oibriú laistigh de shainchúram an cheadúnais ar deonaíodh dóibh agus gur chomhlíon siad coinníollacha an chaighdeáin agus ceanglais eile a leagadh amach don cheadúnas sin. Sa mhullach air sin, tugadh faoi 10 n-imscrúdú réamhcheadúnaithe ar chonraitheoirí.

Bhain na príomhshaincheisteanne neamhchomhlíonta le comhlíonadh cánach, sciathadh foirne, oiliúint foirne, treoracha sannta agus sláinte agus sábháilteacht. Níl íocaíocht rátaí Orduithe Rialaithe Fostaíochta (ERO) san earnáil gardáil slándála ina saincheist chomh mór sin a thuilleadh ón mBreithiúnas Cúirte ar EROanna. Léirigh na torthaí go raibh saincheisteanne móra neamhchomhlíonta ann i measc 20% de na Conraitheoirí beaga ag a raibh níos lú ná 50 fostaí, i.e. go gcuirfeadh saincheist bac ar an gconraitheoir ó Theastas IS999 a fháil agus bheith ceadúnaithe. Léiríonn seo laghdú suntasach, áfach, ar an 37% ar aimsíodh go raibh mór-neamhchomhlíonadh ar bun acu sa chatagóir chéanna in 2010.

Sa chás nach bhfuil an Conraitheoir ach ina Chonraitheoir DSP amháin, is ann do níos lú saincheisteanne neamhchomhlíonta mar gheall go bhfuil mórchuid daoine atá ag oibriú san

earnáil seo ina n-oibríthe intí agus is ann do níos lú gluaiseachta i measc conraitheoirí etc. Anuas air sin, is gnách go n-íoctar rátaí níos airde ná na rátaí riachtanacha leis an bhfoireann mar gheall ar chineál agus uaireanta na hoibre.

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 an athleanúint ag 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 i leith na gcaighdeán a leagann an PSA síos.

Maidir le himscrúduithe réamhcheadúnaithe faoinar tugadh ar 10 gconraitheoir, deimhníodh go raibh triúr díobh comhlíontach leis na riachtanais cheadúnaithe, bhí neamhchloí ann i measc cúigear díobh a rinne a réiteach agus tugadh ceadúnas dóibh ina dhiaidh sin agus tá neamhchomhlíonadh i measc beirt chonraitheoirí neamhchloí nár réitíodh go fóill.

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 2012. 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 2011, mar thoradh ar na himscrúduithe ar chonraitheoirí ceadúnaithe agus ar obair forfheidhmithe eile, chuir an tÚdarás tús leis na gníomhartha a leanas faoi Alt 26 i leith ceadúnaithe conraitheora:

Cur ar Fionraí	3
Diúltú	2
Ceadúnas arna eisiúint le hlomardú	1
Foláireamh	18
Rabhadh	24
Comhairle	15

(Féadfaidh na figiúirí seo athrú uathu siúd atá liostáilte sa tuarascáil torthaí deimhnithe mar gheall go raibh roinnt de na cásanna thuas fós ar bun agus gur cuireadh tús le cuid de na cásanna torthaí deimhnithe roimh 2011)

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

An Chúis leis an gCur i gCrích	DSP	SGM	GS	IA	CIT	Total
Saincheisteanna Iarimscrúdaithe/larfhiosrúcháin arna gCur i gCrích	14	27	27	37	1	106
Saincheisteanna Iarimscrúdaithe arna Réiteach: Foláireamh arna Eisiúint	2	0	15	0	0	17
Saincheisteanna Iarimscrúdaithe arna Réiteach: Rabhadh arna Eisiúint	1	3	17	0	0	21
Saincheisteanna Iarimscrúdaithe arna Réiteach: Comhairle arna hEisiúint	3	2	11	1	0	17
Gearán i ndiaidh Imscrúdú ar Thaifid	0	0	8	1	0	9
Ceadúnas arna Chúlghairm	0	0	1	2	0	3
Diúltaíodh Iarratas ar Cheadúnas – Fógra Alt 39 arna Eisiúint	0	0	2	2	0	4
Ceadúnas arna Chur ar Fionraí tar éis Gníomhaíocht Forfheidhmithe	1	0	1	0	0	2
Ceadúnas arna Dhiúltú tar éis Gníomhaíocht Forfheidhmithe	1	0	0	1	0	2
Ceadúnas arna Mholadh tar éis Gníomhaíocht Forfheidhmithe	3	1	8	31	0	43
Ionchúiseamh Bainte Amach	1	0	4	1	0	6
Níor Cuireadh Tús leis an Ionchúiseamh	0	0	2	5	0	7
Theip ar an Ionchúiseamh	0	0	0	2	0	2
Níltear ag Oibriú/Trádáil a Thuilleadh	11	2	26	82	0	121
Ceadúnaithe	7	0	18	28	0	53
Cuimsithe ag Ordú Díolúine	0	0	0	4	0	4
Gníomhaíocht Neamh-Incheadúnaithe	2	1	7	18	3	36*
Níor leanadh ar aghaidh leis an nGearán faoi Alt 39	2	1	6	3	0	12
Faisnéis Neamhdhóthanach chun Imscrúdú breise a réasúnú	3	0	2	26	0	31
Total						496

*Airítear leis an bhfigiúr earnálacha eile nach raibh incheadúnaithe tráth imscrúdaithe

As na cásanna a dúnadh in 2011, b'ann do 55 cás conraitheora inar réitíodh saincheisteanna iarimscrúdaithe agus ina ndearnadh Alt 26 a ghairm. B'ionann an figiúr comparáideach le haghaidh 2010 agus 57. Leanfaidh an PSA leis na gníomhartha sin a eisiúint in 2012 sa chás cuí.

Cásanna Conraitheoir Doirseora

D'éirigh leis an PSA conraitheoir amháin neamhcheadúnaithe san earnáil a ionchúiseamh i rith 2011. Tá 114 beochás ar bun san earnáil seo, agus baineann 50 díobh le daoine aonair, baineann 45 díobh le cliaint agus baineann 18 díobh le conraitheoirí. Tá cás amháin cliaint arna chur ar aghaidh le haghaidh ionchúisimh. As na cásanna a dúnadh le linn 2011 san earnáil, chuir seisear cliant deireadh leis an gconradh de chonraitheoirí neamhcheadúnaithe agus níl 11 chonraitheoir i mbun feidhme a thuilleadh. In 20 cás, réitíodh saincheisteanna

iariniúchta/iarimscrúdaithe. B'ionann na figiúirí comparáideacha in 2010: Rinne 12 chliant conarthaí a chur chun deiridh, níl 21 i mbun oibriú a thuilleadh agus bhí 42 cás ann inar réitíodh saincheisteanna iariniúchta/iarimscrúdaithe.

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

Slándáil “á heagrú” ag stiúrthóir ag líon ionad lasmuigh de cheadúnas conraitheoir doirseora

- Tar éis imscrúduithe aonair comhlíonta a dhéanamh i limistéar ar leith, sainaitníodh go raibh slándáil dorais á heagrú ag duine aonair ag líon ionad. Ba stiúrthóir cuideachta ceadúnaithe slándála an duine a sainaitníodh.
- Níorbh eol go raibh na hionaid mar chliant ag cuideachta an duine.
- Rinneadh imscrúdú foirmiúil ar na hionaid agus tugadh faoi bhreis iniúchtaí leis na Coimisinéirí Ioncaim.
- Ní dhearna an conraitheoir ceadúnas na cuideachta a athnuachan in 2011.
- Tugadh faoi imscrúduithe ar ionaid ina dhiaidh sin. Deimhníodh go raibh na soláthróirí slándála ina gconraitheoirí ceadúnaithe.
- Níl an conraitheoir nó an duine aonair i mbun oibriú a thuilleadh.

Daoine Aonair Neamhceadúnaithe arna n-úsáid ag conraitheoir san earnáil doirseoirí

- Aimsíodh conraitheoir ceadúnaithe le linn mórobair iniúchta i samhradh 2011 agus pearsanra in úsáid nach raibh ceadúnas acu agus tugadh ainm agus dáta breithe duine eile don PSA a bhí in ainm bheith ag oibriú.
- Tugadh saincheist chun solais láithreach leis an gconraitheoir a thug freagra don PSA go dtabharfaidís faoi imscrúdú.
- Deimhníodh in obair iniúchta faoinar tugadh dá éis sin go raibh gardaí statacha in úsáid ag áitreabh ceadúnaithe agus go raibh maoirseoir líomhnaithe ann chun a fhoireann féin neamhceadúnaithe a thabhairt isteach chun oibriú ag áitreabh ceadúnaithe.
- Thug an PSA faoi iniúchadh imscrúdaithe agus deimhníodh nár chomhlíon an conraitheoir i gceart gné DSP an ghnó, nach raibh siad cinnte cé a d'oibrigh dóibh mar dhoirseoir agus nach raibh siad cinnte cén cliant DSP a bhí acu.
- Tá an cás ar bun go fóill agus eisíodh foláireamh foirmiúil don chonraitheoir.

Imscrúdú ar ionad doirseoirí inti le cúnamh an Gharda Síochána.

- Cuireadh tús le cás tar éis comhiniúchadh a dhéanamh ar áitreabh ceadúnaithe faoinar thug an PSA agus an Garda Síochána.
- Deimhníodh nárbh inghlactha don leibhéal comhlíonta maidir le Suaitheantas Aitheantais a chaitheamh san áitreabh – ní raibh suaitheantas aitheantais á chaitheamh ach ag doirseoir amháin i measc an tseachtair dhoirseoirí a bhí ar dualgas.
- Thug an PSA foláirimh fhoirmiúla do dhaoine aonair ceadúnaithe.
- Eisíodh iarratas ar fhaisnéis don ionad d'fhonn stádas fostaíochta a dheimhniú mar aon le tiomantas do chomhlíonadh cheanglas an tSuaitheantais Aitheantais.
- Deimhníodh stádas fostaíochta agus tiomantas don suaitheantas aitheantais.

Cásanna eile lenar bhain comhoibriú le gníomhaireachtaí eile stáit

- D'eascair ionchúiseamh conraitheoir doirseora as iniúchadh comhordaithe de chuid na gCoimisinéirí Ioncaim/an PSA ar Áitreabh Ceadúnaithe i nGaillimh.
- D'eascair líon cásanna d'íocaíochtaí airgid gan taifead le foireann slándáil dorais as sraith iniúchtaí comhordaithe le hAonad Scáthgheilleagair na gCoimisinéirí Ioncaim.
- D'eascair réiteach cás ionchúisimh i leith úinéir club oíche mar gheall ar fhoireann neamhceadúnaithe slándáil dorais as iniúchadh comhordaithe leis an nGarda Síochána.

Cásanna um Chonraitheoir Gardáil Slándála

D'éirigh leis an PSA triúr conraitheoirí neamhceadúnaithe san earnáil a ionchúiseamh i rith 2011. Tá 89 beochás ar bun san earnáil seo, agus baineann 36 díobh le daoine aonair, baineann 41 díobh le cliaint agus baineann 12 díobh le daoine aonair. As na cásanna a dúnadh san earnáil seo, chuir seisear cliant deireadh leis an gconradh de chonraitheoirí neamhceadúnaithe agus níl 26 conraitheoir i mbun feidhme a thuilleadh. I 70 cás, réitíodh saincheisteanna iariniúchta/iarimscrúdaithe. B'ionann na figiúirí comparáideacha in 2010: Rinne 46 cliant conarthaí a chur chun deiridh, níl 51 i mbun oibriú a thuilleadh agus bhí 34 cás ann inar réitíodh saincheisteanna iariniúchta. Mar thoradh air sin, caitheadh níos mó ama lena chinntiú gur réitíodh saincheisteanna go hiomlán.

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

Aimsíodh mór-neamhchomhlíonadh iomadúil le linn iniúchadh um rialú cáilíochta a rinneadh ar chonraitheoir ceadúnaithe san earnáil gardáil slándála.

- Tugadh cuairt ar an gconraitheoir ceadúnaithe d'fhonn iniúchadh um rialú cáilíochta a dhéanamh air.
- Deimhníodh go raibh líon mór neamh-chomhlíonta i leith chaighdeán an tionscail ag an gconraitheoir áirithe seo 4 bliana tar éis gur cuireadh tús le ceadúnú conraitheoirí.
- Bhí an neamhchomhlíonadh seo chomh dona sin go bhféadfadh gur baineadh de réachtáil laethúil an ghnó.
- Ó cuireadh tús le ceadúnú conraitheoirí, thug a Chomhlacht Deimhnithe 3 chuairt ar an gconraitheoir seo, ach fós féin in Eanáir 2011, bhí sé an-neamhchomhlíontach i líon príomhlímistéar de chaighdeán an tionscail agus de na hAchtanna um na Seirbhísí Slándála Príobháidí dá thairbhe sin.
- Chuathas i mbun gníomhaíocht fhoirmiúil i leith an chonraitheora agus cuireadh tús le tréimhse mhonatóireachta agus tá barántas tugtha go ndéanfaidh an PSA iniúchadh bliantúil air.

Ionchúiseamh conraitheoir neamhcheadúnaithe garda slándála (statach)

- Cuireadh tús leis an gcás tar éis faisnéis a fháil a thug le fios go raibh seirbhísí garda slándála á soláthar ag conraitheoir neamhcheadúnaithe.
- Deimhníodh, tar éis cuairt a thabhairt ar an suíomh, go raibh soláthar neamhcheadúnaithe seirbhísí garda slándála ar bun mar aon le sonraí teagmhála an chonraitheora neamhcheadúnaithe.
- Fuarthas faisnéis ó na Coimisinéirí Ioncaim de bhun an Mheabhráin Tuisceana idir na Coimisinéirí Ioncaim agus PSA.
- Réitíodh an cás lena ionchúiseamh, agus fuarthas sonraisc agus nótaí comhfhreagracha íocaíochta.
- Cuireadh an cás faoi bhráid Aturnaetha an PSA agus rinneadh an conraitheoir neamhcheadúnaithe garda slándála (statach) a ionchúiseamh. Gearradh féineálacha €22,500.

Cuireann cliant seirbhísí conraitheoir neamhcheadúnaithe garda slándála chun deiridh

- Cuireadh tús le cás i ndiaidh iniúchadh a dhéanamh ar áitreabh cliaint.
- Fuarthas sonraisc agus nótaí comhfhreagracha íocaíochta.

- Tar éis fógra foirmiúil i leith forálacha reachtaíochta a thabhairt, chuir an cliant deireadh le conradh conraitheora neamhcheadúnaithe láithreach agus dheimhnigh sé aitheantas conraitheoir nua ceadúnaithe garda slándála (statach).

Aimsíodh nár íoc conraitheoir ceadúnaithe san earnáil gardáil slándála pá le fostaithe

- Fuarthas roinnt gearán a chur i gcoinne conraitheoir ceadúnaithe nár íoc sé na pána cearta le fostaithe.
- Láimhseáladh na gearáin faoin nós imeachta foirmiúil reachtúil.
- Mhaígh an conraitheoir gur baineadh aon cheanglas de aon phána a íoc i bhfianaise chinneadh na hArd-Chúirte a mheas go raibh meicníocht socraithe pána an ERO neamhbhunreachtúil.
- Chuaigh an PSA i ngleic leis na gearáin dá ainneoin sin ar an bhforas gur chorpraigh an ERO an tAcht um Pá Íosta Náisiúnta etc. atá i bhfeidhm go fóill.
- Tá an t-Imscrúdú ar bun go fóill.

Eisíodh iomardú d'fhostaí garda ceadúnaithe slándála (statach)

- Cruthaíodh an cás tar éis imscrúdú a dhéanamh ar láthair an chliant sa chás gur sainaithníodh duine aonair neamhcheadúnaithe.
- Rinne an tÚdarás an duine aonair i gceist a cheadúnú mar fhostaí garda slándála (statach) ach rinneadh an ceadúnas seo a chúlghairm roimhe sin mar gheall ar neamhíocaíocht na táille riachtanaí ceadúnais (d'ob an seic).
- Rinne an duine aonair athiarratas ar cheadúnas fostaí garda ceadúnaithe slándála (statach) agus eisíodh an ceadúnas.
- Eisíodh iomardú de bhun Alt 26 de na hAchtanna um na Seirbhísí Slándála Príobháidí, 2004 agus 2011 do dhuine aonair a chuir seirbhís ar fáil gan cheadúnas.

Cásanna Aláram Ionraidh

B'uirlis thábhachtach faisnéis maidir leis an dá imscrúdú a chur chun cinn ar an mbeirt oibreoírí neamhcheadúnaithe agus ar a gcliaint agus rinneadh sprioc d'aon chonraitheoirí nach ndearna a gceadúnas a athnuachan i rith na bliana. Baineadh ionchúiseamh amháin rathúil amach san earnáil seo. Scríobh an PSA chuig gach ionad monatóireachta ag lorg sonraí faoi naisc. Rinneadh na sonraí a chros-seiceáil i leith an bhunachair shonraí ceadúnaithe agus rinneadh aon ghníomhaíochtaí neamhcheadúnaithe a imscrúdú.

San earnáil Suiteálaithe Aláram, tá 66 beochás ar bun faoi láthair agus baineann 39 díobh seo le conraitheoir agus 26 le cliant. Cuireadh cás amháin ar aghaidh le haghaidh ionchúisimh.

Léiríonn figiúirí a bhaineann le cásanna ar déileáladh leo san earnáil suiteálaithe Aláram nach raibh an conraitheoir i mbun feidhme a thuilleadh i 82 de na cásanna, agus go raibh ceadúnas ag an gconraitheoir i 28 de na cásanna. I 26 cás, bhí an fhaisnéis neamhdhóthanach chun Imscrúdú breise a réasúnú. B'ionann na figiúirí comparáideacha in 2010: ní raibh 62 ag oibriú a thuilleadh, bhí ceadúnas ag conraitheoirí i 36 de na cásanna agus níor leor an fhaisnéis i 172 cás. Is sampla an méid a leanas den saghas cásanna ar a dtagann an tÚdarás san earnáil seo i rith na bliana:

Ní féidir le cliaint teagmháil a dhéanamh a thuilleadh le suiteálaí neamhcheadúnaithe aláram.

- Rinneadh imscrúdú ar líon suiteálaithe ag suiteálaí neamhcheadúnaithe ag eastát áirithe tithíochta.
- Is iad torthaí an imscrúdaithe go bhfuil na suiteálacha thart ar thrí bliana d'aois agus nár eisíodh aon cháipéisíocht tacaíochta do na cliaint.
- Ní raibh na cliaint in ann aon teagmháil a dhéanamh leis an suiteálaí.
- Tá fianaise neamhdhóthanach ann chun ionchúiseamh a dhéanamh. Rinneadh teagmháil fhoirmiúil leis an suiteálaí i ndiaidh dhátaí na suiteálacha.
- Cuireadh ar an eolas go foirmiúil cliaint maidir le suiteálaí neamhcheadúnaithe a úsáid.
- Tá dlúthmhonatóireacht á déanamh ar ghníomhaíochtaí an chonraitheora féachaint an bhfuil aon ghníomhaíocht neamhcheadúnaithe i gceist.

Imscrúdú ar shuiteáil líomhnaithe neamhdhleathach a dheimhnítear nach bhfuil ina ghníomhaíocht incheadúnaithe.

- Cruthaíodh an cás tar éis faisnéis a fháil a thug le tuiscint gur shuiteáil suiteálaí sonrath neamhcheadúnaithe neamhcheadúnaithe aláram ionraidh.
- Eisíodh don chliant a bhí i gceist iarratas ar fhaisnéis de bhun Alt 13 a d'iarr ar aitheantas an tsuiteálaí aláram ionraidh a shuiteáil an t-aláram, an dáta a suiteáladh an t-aláram, an sonrasc a fuarthas, an taifead íocaíochta a rinne an cliant, aitheantas an tsuiteálaí aláram ionraidh a dhéanann cothabháil ar an aláram faoi láthair agus ar shonraí an gharda slándála (ionad monatóireachta) a dhéanann monatóireacht ar an aláram faoi láthair.
- Fuarthas freagra ón gcliainnt faoi chaibidil, a luaigh gur suiteáladh an t-aláram ag an láthair in 2005 agus sula raibh ceanglas ar chonraitheoirí suiteálaí (aláram ionraidh) ceadúnas a fháil, ar an ábhar sin. Lean an cliant ar aghaidh leis an gconraitheoir suiteálaí (aláram ionraidh) a aithint a dhéanann an córas a chothabháil faoi láthair mar aon leis an ngarda ceadúnaithe slándála (ionad monatóireachta) a dhéanann monatóireacht ar an aláram faoi láthair.

- Tá ceadúnas ag an suiteálaí agus ag an ionad monatóireachta araon.

Monatóireacht Aláirim

Is ann do 10 mbeochás faoi láthair san earnáil Garda Slándála (ionad monatóireachta). I rith 2011, tugadh faoi imscrúduithe ar ionaid mhonatóireachta aláirim (15) as ar eascair 1 fholáireamh, 5 rabhadh agus 4 fhógra comhairle a eisiúint. Is í an phríomhshaincheist neamhchomhlíonta san earnáil sciathadh fostaithe.

Ina theannta sin, lorg an PSA faisnéis ó ionaid mhonatóireachta maidir le naisc nua aláirim a cuireadh faoina mbráid, agus rinneadh liostaí de chonraitheoirí aláirim a chros-seiceáil i leith an chláir cheadúnas.

Airgead faoi Bhealach

Thug an fhoireann imscrúdaithe, le cúnamh 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 saincheisteanna a tháinig chun solais leis na cuideachtaí aonair. Chuir an PSA tús le hullmhú le haghaidh athnuachan ceadúnas in Aibreán 2012.

Comhlíonadh Aonair

Le linn 2011, 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 ina dteannta. D'éirigh leis an PSA ceathrar daoine aonair a ionchúiseamh a deimhníodh a bhí ag oibriú gan cheadúnas. Tugadh faoi imscrúduithe istoíche, i gcaitheamh an lae agus le linn an deireadh seachtaine ar 940 áitreabh timpeall na tíre. Ba mhéadú seo ó na 850 áitreabh ar ar tugadh cuairt in 2010. Maidir leis na hionaid siúd ag a raibh slándáil: d'fhostaigh 430 díobh conraitheoirí a léirigh ráta comhlíonta nach mór 100% le ceadúnú conraitheora. Ar an iomlán, léirigh ceadúnú aonair don dá earnáil ráta comhlíonta 95.5%, ar fheabhsú seo ar ráta comhlíonta 91% 2010.

Deimhníodh gurbh ionann 98% agus comhlíonadh i measc daoine aonair maidir le bheith ceadúnaithe agus an ceanglas chun ceadúnas a iompar san earnáil GS, ar mhéadú é seo aníos ó ráta comhlíonta 95% 2010. San earnáil DSP, deimhníodh go raibh an ráta nach mór 95%, a léirigh méadú ón bhfigiúr 85% le haghaidh 2010.

Déanann Cigireacht an PSA an ceanglas chun suaitheantas aitheantais a chaitheamh a fhorfheidhmiú go dian. Le linn 2011, deimhníodh gurbh ionann an ráta comhlíonta maidir le suaitheantas aitheantais a chaitheamh san earnáil gardáil slándála agus 93%, ar mhéadú 4% é seo ó ráta comhlíonta 89% 2010. San earnáil doirseoirí, deimhníodh gurbh ionann ráta comhlíonta a tSuaitheantais Aitheantais agus nach mór 89%, a bhí ina mhéadú suntasach 20% ó ráta 69% 2010.

Miondealú san Earnáil 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)

Slándáil Dorais

Bliain	Ionaid le Slándáil	A.37 %	A.29 %	A.30 %
2011	524	94.8	94.5	88.7
2010	370	89.7	85	69

Gardáil Slándála

Bliain	Ionaid le Slándáil	A.37 %	A.29 %	A.30 %
2011	257	97.6	98	93
2010	246	89.7	95	89

Smachtbhannaí foirmiúla a eisíodh i leith daoine aonair

B'ionann an líon iomlán d'fhógraí Alt 26 a eisíodh do cheadúnaithe aonair i rith 2011 agus 256 (tá cuid díobh ina mbeochásanna go fóill). Seo laghdú ar fhigiúr 2010 (305), ach léirigh na rátaí comhlíonta méadú le linn 2011 dá réir sin. Le linn 2011, cuireadh tús le smachtbhannaí foirmiúla faoi Alt 26 den Acht i leith daoine aonair ceadúnaithe:

Iomardú	17
Foláireamh	210
Rabhadh	23
Comhairle	6

Cásanna Daoine Aonair arna gcur i gcrích in 2011 de réir earnála agus an chúis leis an gcur i gcrích

Leagtar amach sa chart a leanas na cásanna i leith daoine aonair a cuireadh i gcrích in 2011. Bhain an chuid ba mhó díobh le gníomhartha foirmiúla a ndeachthas ina mbun mar thoradh ar neamhchomhlíonadh caitheamh suaitheantas aitheantais nó saincheisteanna eile a aimsíodh le linn iniúchtaí.

An Chúis leis an gCur i gCrích	DSP	GS	Total
Saincheisteanna Iarimscrúdaithe/Iarfhiosrúcháin arna gCur i gCrích	17	5	24*
Níl sé/sí Fostaithe a Thuilleadh	40	13	53
Ceadúnaithe	44	28	72
Ionchúiseamh Bainte Amach	4	0	4
Níor Cuireadh Tús leis an Ionchúiseamh	1	0	1
Ceadúnas arna Dhiúltú tar éis Gníomhaíocht Forfheidhmithe	1	0	1
Ceadúnas arna Mholadh tar éis Gníomhaíocht Forfheidhmithe	10	0	10
Diúltaíodh Iarratas ar Cheadúnas – Fógra Alt 39 arna Eisiúint	1	0	1
Faisnéis Neamhdhóthanach chun Imscrúdú breise a réasúnú	6	2	8
Gníomhaíocht Neamh-Incheadúnaithe	1	4	12*
Comhairle arna hEisiúint	7	0	7
Rabhadh arna Eisiúint	11	13	24
Foláireamh arna Eisiúint	167	13	180
Iomardú arna Eisiúint	12	1	13
Fógra Foirmiúil arna Eisiúint don Iarratasóir	12	4	16
Níor leanadh ar aghaidh leis an nGearán faoi Alt 39	8	3	11
Total			437

*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 neamhcheadúnaithe seirbhís slándála a ionchúiseamh mar cheann de na huirlisí ab éifeachtaí chun comhlíonadh ceanglais

cheadúnaithe a chinntiú. I rith 2011, rinneadh úinéir club oíche a ionchúiseamh mar gheall ar dhuine aonair neamhcheadúnaithe a fhostú.

B'ann do líon suntasach cásanna ónar theastaigh obair mhionsonraithe imscrúdaithe ar an gconraitheoir agus a gcliaint. 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.

Cásanna Cliant arna gcur i gcrích de réir earnála agus an chúis leis an gcur i gcrích

An Chúis leis an gCur i gCrích	DSP	SGM	GS	IA	CIT	Total
Saincheisteanna Iarimscrúdaithe/Iarfhiosrúcháin arna gCur i gCrích	18	0	7	27	1	53
Bhí an Conraitheoir a úsáideadh Cuimsithe ag Ordú Díolúine	0	0	0	1	0	1
Níltear ag Oibriú a Thuilleadh	9	0	1	3	0	13
Ionchúiseamh Bainte Amach	1	0	0	0	0	1
Níor Cuireadh Tús leis an Ionchúiseamh	0	0	0	8	0	8
Faisnéis Neamhdhóthanach chun Imscrúdú breise a réasúnú	7	1	3	144	0	155
Gníomhaíocht Neamh-Incheadúnaithe	4	0	3	121	2	131*
Total						362

*Áirítear leis an bhfigiúr earnálacha eile nach raibh incheadúnaithe tráth imscrúdaithe

Gearáin fhoirmiúla i leith ceadúnaithe

Fuair an PSA 24 gearán foirmiúil i leith ceadúnaithe, bhí 15 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 17 agus áirítear i measc na dtorthaí: 4 chás nár glacadh aon ghníomhaíocht i leith an cheadúnaithe; i gcás amháin níor sáraíodh an reachtaíocht; níor leanadh ar aghaidh agus imscrúdú iomlán a dhéanamh i 11 chás, mar gheall nár mhian leis na gearánaithe leanúint ar aghaidh níos mó leis an ngearán; i gcás amháin, níorbh ann do dhóthain fianaise le leanúint ar aghaidh leis an imscrúdú.

Ionchúisimh

Achoimre atá sa mhéid a leanas ar chásanna ionchúisimh a cuireadh faoi bhráid aturnaetha agus ar éisteadh leo sa Chúirt in 2011:

Achoimre ar Chásanna Ionchúisimh

	Total	GS	DSP	Suiteálaí Aláram
Líon na gcásanna arna gcur ar aghaidh lena n-ionchúiseamh	6	0	2	4
Líon na gcásanna a sháraigh Alt 37 den Acht (arna oibriú gan cheadúnas)	5	0	1	4
Líon na gcásanna a sháraigh Alt 38 den Acht (duine neamhcheadúnaithe arna fhostú)	1	0	1	0
Líon na gcásanna ionchúisimh ar éisteadh leo sa Chúirt	11*	3	6	2
Líon na gcásanna rathúla ionchúisimh (Tábla B)	10	3	6	1
Líon na gcásanna neamhrathúla ionchúisimh (Tábla C)	1	0	0	1

* Cuireadh 9 gcás ar aghaidh roimh 2011

Thug Rannán Forfheidhmithe an PSA 11 chás chun na cúirte in 2011 agus d'éirigh leo deich n-ionchúiseamh a dhéanamh, bhí 6 cinn díobh seo san earnáil Doirseoirí (áitreabh ceadúnaithe) agus áiríodh leis seo ceathrar daoine aonair.

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 garda slándála (statach) a rinneadh a chiontú ina dhiaidh sin agus ordaíodh dó nach mór €32,000 i bhFíneálacha agus i gCostais a íoc.

Rinneadh fíneálacha €38,200 agus Costais €34,800 ar an iomlán a dhámhachtain i gcásanna ionchúisimh ar chuir an PSA tús leo. Tá líon cásanna eile á réiteach ag Iniúchóirí an PSA lena n-ionchúiseamh, agus tiocfaidh siad os comhair na Cúirte i rith 2012.

Liosta na gcuideachtaí a rinne an PSA a ionchúiseamh go rathúil in 2011

Uimh.	Ainm	Seoladh	Earnáil agus an tAlt den Acht a sáraíodh	Dáta an ionchúisimh	Fíneáil	Costais
1	Colm Power Duine Aonair	40 Páirc an Ruáin Mhóir Cathair Phort Láirge	DSP A 37	14/1/11	€100	€634
2	Noel Marsh ag trádáil mar Lynx Alarms	Woodstock An Seanbhóthar Dún Samhnaí Contae na Mí	Suiteálaí Alt 37	1/2/11	€5,400	€5,734
3	Newdex Ltd ag trádáil mar Sleeptight Security	6 Ardán Naomh Aignéas Cromghlinn Baile Átha Cliath 12	GS Alt 37	7/2/11	€5,550	€7,400
4	Paul Cronin Duine Aonair	24 Garrán Hophill Tulach Mhór Contae Uíbh Fhailí	DSP A 37	4/3/11	€800	Costais ar bith
5	Ivan Maxwell ag trádáil mar Max Security Services	Crosa Caoil Ceanannas Contae na Mí	GS Alt 37	11/3/11	€12,500 arna laghdú go dtí €2,500 ar achomharc	€4,908
6	Nicholas Kavanagh Duine Aonair	62 Garrán na Coille Port Laoise Contae Laoise	DSP A 37	15/4/11	D'fheidhmigh an Breitheamh an tAcht Promhaidh	€605
7	Séamus Guinan Duine Aonair	6 Glenavon Row An Féar Bán Contae Uíbh Fhailí	DSP A 37	27/4/11	€100	€2,535
8	Noel Fitzpatrick ag trádáil mar Oaklawn etc	7 Bóthar Cymric An Rinn Baile Átha Cliath 4	GS Alt 37	18/5/11	€22,500	€9,484
9	Thomas Conlon Ltd Úinéir club oíche	Club oíche Q Sráid Gheata Bhaile Átha Cliath Baile Átha Luain Contae na hIarmhí	DSP Alt 38	22/6/11	€250	€2,500
10	Richard McNicholas	Cor an Dola Eanach Dhúin Contae na Gaillimhe	DSP Alt 37	6/12/2011	€1,000	€1,000

Earnálacha a sáraíodh: Gardáil Slándála = 3; Suiteálaí = 1; Doirseoir = 6

Cásanna neamhrathúla

1	Enda Molloy ag trádáil mar Central Security Systems	Suiteálaí
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Idirchaidreamh Údaráis Slándála Príobháidí le Gníomhaireachtaí Stáit

Chuir an Rannán Forfheidhmithe struchtúr i dtoll a chéile chun idirchaidreamh agus comhairliúchán a dhéanamh ar shaincheisteanna le gníomhaireachtaí eile Stáit d'fhonn ár gcomhfhreagrachtaí a chomhlíonadh. Tugadh faoi obair i bpáirtíocht agus le cúnamh ó na Gardaí, na Coimisinéirí Ioncaim agus an tÚdarás Náisiúnta Cearta Fostaíochta (NERA).

Thit idirchaidreamh amach leis na Gardaí ar líon leibhéal. Maidir leis na hearnálacha DSP agus GS, chuir siad cúnamh ar fáil maidir le cásanna áirithe agus ar uairibh, chuaigh siad i bhfochair Imscrúdaitheoirí an PSA le linn imscrúduithe oíche. Bhí comhdháil speisialta ar bun ag Ionad Oiliúna an Gharda sa Teampall Mór i Samhain 2011 chun an t-eolas is déanaí a thabhairt do Ghardaí sinsearacha ó gach rannán faoi obair an PSA agus leagadh plan amach chun cur leis an gcomhoibriú reatha.

I rith 2011, d'úsáid an Rannán Forfheidhmithe an Meabhrán Tuisceana a cuireadh i bhfeidhm leis na Coimisinéirí Ioncaim chun faisnéis a fháil maidir le comhlíonadh cánach conraitheoirí. D'iarr an PSA ar fhaisnéis i 104 cás i gcomparáid le 88 cás in 2010 agus sholáthair siad faisnéis ar iarraidh sin ag na Coimisinéirí Ioncaim i 7 gcás, ar laghdú seo ar na 22 iarratas a fuarthas ó na Coimisinéirí Ioncaim in 2010. B'uirlis áisiúil an malartú faisnéise seo maidir le measúnú iomlán a dhéanamh ar chásanna áirithe.

Leanann idirchaidreamh ar bun le NERA ar shaincheisteanna ginearálta. Ina theannta sin, thug NERA faisnéis don PSA maidir le himpleachtaí chinneadh na Cúirte ar ERO.

Ina theannta sin, i rith 2011, d'úsáid an PSA an bealach foirmiúil chun rochtain a fháil ar shonraí Chlárlann na Talún agus d'úsáid siad seirbhís an Údaráis Chláirúcháin Maoine chun sonraí a fháil.

Teicneolaíocht Faisnéise

Leanann an Córas Bainistíochta Forfheidhmithe Cás bheith mar an bpríomhuirlis chun faisnéis a rianú, chun cásanna a nascadh agus chun tosaíocht a dhéanamh de chásanna. Cruthaíonn an córas seo tuarascálacha mionsonraithe staitistiúla.

Sprioc 3: Caighdeán a ardú laistigh den Tionscal

Forbhreathnú

I dtaobh ceadúnú conraitheoirí a chuireann seirbhísí slándála ar fáil, ní mór don chonraitheoir iarratas a dhéanamh ar cheadúnas go gcloífidh siad leis na caighdeáin a cheanglaíonn an tÚdarás.

Go ginearálta tá dhá shaghas caighdeáin ann:

1. Caighdeáin Chórais Bhainistíochta Cáilíochta agus
2. Caighdeáin Táirge/Theicniúla

Is é cuspóir na gcaighdeán bainistíochta cáilíochta caighdeáin ghinearálta bhainistíochta a shonrú le haghaidh seirbhísí slándála atá á gcur ar fáil i dtaobh bhainistíocht an tsoláthróra slándála, oiliúint foirne, nósanna imeachta earcaíochta, an cháipéisíocht tacaíochta agus conas a choimeádtar í mar aon le cáilíocht na seirbhíse a chuirtear ar fáil don chliant. Sonraíonn caighdeáin táirge nó theicniúla ceanglais shonracha nó oibríochtúla don saghas ar leith slándála a chuirtear ar fáil.

Ginearálta

In 2011, bhí an rannán ag iarraidh réiteach a dhéanamh do thabhairt isteach cheadúnú an PSA d'earnálacha eile faoi chuimsiú an Achta um na Seirbhísí Slándála Príobháidí, 2004 agus 2011. Rinneadh obair réitigh le haghaidh thabhairt isteach an cheadúnaithe maidir le slándáil leictreonach agus slándáil imeachtaí i gcrích nó cuireadh chun cinn go mór í agus is éard a eascróidh as seo ná tabhairt isteach cheadúnú na n-earnálacha seo in 2012.

Caighdeáin

1. Earnálacha inar cuireadh tús le ceadúnú

Doirseoir agus Garda Slándála (Statach)

Sainithníodh an gá le caighdeán IS 999:2004 a nuashonrú in 2009. In 2011, lean an PSA ag dul i gcomhairle le páirtithe leasmhara tionscail maidir le caighdeán athbhreithnithe a fhorbairt. Ag cur leis an obair lenar cuireadh tús in 2010, bhí an PSA ina gcathaoirleach ar líon cruinnithe a bhí ag grúpa ar ar leagadh an cúram chun caighdeán comhaontaithe agus nuashonraithe a

fhorbairt chun gníomhaíochtaí an dá earnála seo a chuimsiú. Mar aon leis an PSA, tá ionadaithe ó na heagraíochtaí a leanas sa ghrúpa:

- AN ISIA
- An NUSE
- SIPTU
- Soláthróirí Oiliúna
- Comhlachtaí Deimhnithe

Bhí cruinnithe ar bun i mBealtaine agus i Meitheamh 2011 i gceanncheathrú an PSA agus rinneadh dul chun cinn suntasach maidir le caighdeán nuashonraithe a chur i dtoll a chéile agus a fhorbairt. Baineadh comhaontú amach ag an ngrúpa ar réimse leathan athruithe agus feabhsúchán ar ábhar an chaighdeáin. Tá cruinniú eile ar na bacáin le haghaidh tráth luath in 2012 a chuirfidh an chéim chomhairliúcháin réamhphoiblí an chaighdeáin i gconclúid. Leanfaidh breis obair forbartha isteach in 2012 agus tá sé beartaithe cáipéis a fhoilsiú idir lár agus deireadh 2012.

Suiteálaithe Aláram Ionraidh

Tá Suiteálaithe Aláram Ionraidh faoi réir cheadúnú an PSA agus ní mór do chonraitheoirí san earnáil seo comhlíonadh IS EN 50130 (cuid 1 agus 7) mar chuid de na ceanglais cheadúnaithe a bhaint amach. I rith 2011, chuir an PSA i gcrích a n-anailís orthu siúd a dhéanann córais aláram ionraidh iad féin (agus nach bhfuil suiteálacha indeimhnithe córais aláram ionraidh acu), ar gníomhaíocht incheadúnaithe seo faoin Acht um na Seirbhísí Slándála Príobháidí, 2004 agus 2011. Réitíodh saincheisteanna maidir le comhlíonadh na gcaighdeán forordaithe a dheimhniú i rith na bliana. Réitíodh an cheist faoi conas an inniúlacht don chatagóir seo daoine a dheimhniú i leith caighdeán forordaithe nach gcuimsíonn na saincheisteanna go leordhóthanach lena mbaineann soláthróirí seirbhíse cothabháil-amháin nach bhfuil suiteálacha indeimhnithe acu trí shraith shonrach ceanglas a réiteach maidir le córais aláram ionraidh a chothabháil. Foilseofar na ceanglais siúd agus cuirfear iad sa limistéar poiblí go luath in 2012. Cuirfidh seo soiléireacht ar fáil i limistéar ina raibh roinnt mearbhaill go dtí seo.

Is é an toradh atá air seo gur cheart go mbeadh gach soláthróir seirbhíse a chuireann suiteáil, deisiú agus cothabháil córais aláram ionraidh ar fáil bheith ar chlár sealbhóirí ceadúnais an Údaráis. Amhail gach gníomhaíocht incheadúnaithe, eascróidh ionchúiseamh agus ciontú féideartha coiriúil as seirbhís a sholáthar atá faoi chuimsiú shainchúram an PSA gan an ceadúnas cuí.

2. Earnálacha nár cuireadh tús le ceadúnú iontu go fóill

CCTV

Mar gheall ar chúinsí nach bhfuil aon smacht ag an PSA orthu, níorbh fhéidir ceadúnú na hearnála seo a thabhairt isteach in 2011. Rinne Oifig na nDréachtóirí Parlaiminte reachtaíocht thánaisteach a dhréachtú, áfach, agus a chur ar aghaidh le breithniú breise a dhéanamh uirthi. Nuair a bheidh an próiseas riachtanach seo curtha i gcrích in 2012, tabharfaidh an tÚdarás ceadúnú suiteáil, cothabháil agus deisiú córais CCTV. Ionchorprófar socruithe isteach san Ionstraim Reachtuil chuí le freastal orthu siúd ag a bhfuil ceadúnas cheana féin maidir le suiteáil, cothabháil agus deisiú córais aláráim ionraidh chun ligean dóibh a gcóras reatha iniúchta a shionchróiniú leis an gcóras iniúchta atá riachtanach mar gheall ar thabhairt isteach cheadúnú na gníomhaíochta seo.

Rialú Rochtana

I rith 2011, chuir an tAcht um an Dlí Sibhialta (Forálacha Ilghnéitheacha) soiléireacht reachtuil ar fáil maidir le ceadúnú na gníomhaíochta seo. Dá réir sin, baineadh an bac deiridh ar cheadúnú na gníomhaíochta seo agus tá tréanchoinne leis go dtarlóidh tabhairt isteach cheadúnú suiteáil, deisiú agus cothabháil Córais Rialaithe Rochtana in 2012. Déanfar cinneadh faoi mhéid na gcaighdeán a bheidh le forordú go luath in 2012 agus cruthóidh seo cuid den bhonn do thabhairt isteach foirmiúil cheadúnú na gníomhaíochta seo trí reachtaíocht thánaisteach.

Slándáil Imeachtaí

Cuireadh deireadh le comhairliúchán le hionadaithe an tionscail in 2011, agus d'éascaigh seo dréachtú Ionstraime Reachtúla (I.R.) chun éifeacht dhlíthiúil a thabhairt do cheadúnú conraitheoirí agus daoine aonair araon a oibríonn san earnáil seo. Cuireadh an I.R. seo faoi bhráid Oifig na nDréachtóirí Parlaiminte lena breithniú. Tá sé beartaithe go mbeidh caighdeán leasaithe i bhfeidhm óna dteastóidh comhlíonadh deimhnithe ar mhaithe le cuspóirí ceadúnaithe nuair a thugtar ceadúnú isteach in 2012. Faoin struchtúr beartaithe a bheidh i gceist maidir leis an ngníomhaíocht seo do cheadúnú an PSA, cuirfear i gcrích cáipéisí coimhdeacha agus treoracha, nach bhfuil ach luathchéim dhréachtaithe bainte amach acu faoi láthair, sa chéad leath de 2012 agus beidh fáil ag an bpobal orthu láithreach a luaithe a chuirtear i gcrích iad.

Ceadúnú Fostaithe Airgead faoi Bhealach

Cuirfear tús le ceadúnú an chohóirt seo d'fhostaithe in 2012. Cuireadh i gcrích dréachtú na reachtaíochta riachtanach tánaistí chun éifeacht a thabhairt dó seo agus tá sí le fógairt go fóill. I dtéarmaí ginearálta, ní bhainfidh an ceadúnú seo le roinnt foirne oibríochtúla ar leith san earnáil. Fógróidh an PSA tosú ceadúnaithe ag tús 2012.

Tá ceanglas ann chun dámhachtain ag a bhfuil creidiúnú náisiúnta a fhorbairt do na daoine aonair siúd atá le ceadúnú san earnáil seo. Dhréachtaigh an PSA cáipéis um shonraíocht oiliúna a chuirfear faoi bhráid an údaráis ábhartha tríd an nGrúpa um Fhorbairt Caighdeáin lena breithniú, comhairliúchán agus lena breisfhorbairt.

Earnálacha Eile

Níl na caighdeáin ag na hearnálacha faoi láthair atá le ceadúnú go fóill i gcéimeanna breise chlár ceadúnaithe an PSA agus teastaíonn go leor obair forbartha a dhéanamh orthu sula gcuirfear tús le ceadúnú. Leanfaidh an PSA le scrúdú agus le meastóireacht a dhéanamh ar a mbeartais amhail a bhainfidh siad le coinníollacha lena mbaineann teidlíocht i leith cheadúnais an PSA. Amhail a thugtar níos mó ceadúnas laistigh den cheadúnú, breithneoidh an PSA, i gcomhthéacs acmhainní atá laghdaithe dúinn féin agus dóibh siúd a rialaímid, agus an gá lenár n-acmhainní laghdaithe a úsáid ar bhealach níos cruthaithí, ar scóip, cineál agus infheidhmeacht na gcaighdeán a chuireann an bonn faoi cheadúnú. Beidh seo ach cuid amháin de mheastóireacht fabhráithe ár mbeartas agus ár bpróiseas ar fud na heagraíochta.

Oiliúint

I rith 2011, lean an Rannán ag cur le claochlú an tionscail slándála príobháidí trí phlé leanúnach le páirtithe leasmhara tionscail, soláthróirí oiliúna agus FETAC chun breis forbartha a dhéanamh ar chreatlach cáilíochtaí le haghaidh daoine a oibríonn laistigh den tionscal.

Comhaitheantas Cáilíochtaí Iasachta

Tá an Treoir um Cháilíochtaí Gairmiúla a Aithint (Treoir 2005/36/CE, arna leasú ag 2006/100/CE) a chorprú i ndlí na hÉireann in 2008 agus tá sí dírithe ar shoghluaiseacht a éascú laistigh den Aontas Eorpach. Sainmhíníonn an Treoir sraith rialacha a ligeann do ghairmithe a bhain cáilíochtaí amach i mBallstát amháin a ngairm a fheidhmiú i mBallstát eile. Comhdhlúthaíonn an Treoir na rialacha a leagtar amach i 15 Threoir roimhe seo ó na 1960idí i leith.

Tá an tÚdarás Slándála Príobháidí, mar an Údarás Inniúil sannta do thionscal slándála príobháidí na hÉireann, freagrach as meastóireacht a dhéanamh ar na cáilíochtaí a baineadh

amach lasmuigh de stát na hÉireann, a thagann faoi scóip na Treorach, lena dheimhniú cibé acu an sásaíonn nó nach sásaíonn na cáilíochtaí seo na híosriachtanais oiliúna le haghaidh teidlíocht cheadúnais sna hearnálacha a cheadúnaítear faoi láthair sa Stát.

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.

Déanfaidh tabhairt isteach an cheadúnaithe in earnálacha eile breis forbartha ar an réimse cáilíocht a gceanglófar ar an PSA athbhreithniú a dhéanamh orthu faoin Treoir. D'fhreagair an tÚdarás i scríbhinn ar 19 bhfiosrúchán ar aitheantas cáilíochtaí iasachta as ar eascair 3 iarratas fhoirmiúla. Rinneadh na 3 iarratas a chur i gcrích.

An Treoir um Cháilíochtaí Gairmiúla a Nuachóiriú

I Márta 2010, chuir an Coimisiún tús le measúnú ar Threoir 2005/36/CE an AE. In Eanáir 2011, seoladh próiseas comhairliúcháin phoiblí ar conas is fearr an Treoir um cháilíochtaí gairmiúla a nuachóiriú. Rinneadh Páipéar Glas a scaipeadh ar gach údarás inniúil lena n-athbhreithniú, le plé a dhéanamh air agus le cur leis. Bhí an próiseas comhairliúcháin seo oscailte idir an 22 Meitheamh agus an 20 Meán Fómhair 2011. D'fhreagair an PSA ar na tograí a áiríodh sa Pháipéar Glas tríd an Roinn Oideachais agus Scileanna, arb í an Roinn seo an pointe sannta teagmhála in Éirinn. Cuirfidh an obair chomhairliúcháin le réiteach an togra reachtúil ar nuachóiriú na Treorach faoi dheireadh 2011.

Clár na Mac Léinn a thugann faoi Thaithí Oibre i nGníomhaíocht Rialaithe

I rith 2011, lean an rannán le clár mac léinn a choimeád a chuir socrúchán oibre nó modúl taithí oibre i gcrích mar chuid dá staidéir shlándála.

Coimeádtar an clár faoi na treoirínte a fhoilsíonn an PSA a leag amach na coinníollacha faoinar féidir tabhairt faoi shocrúchán oibre nó faoi thaithí oibre gan é bheith ina cheanglas dlíthiúil ceadúnas ábhartha PSA a bheith i do sheilbh.

Grúpa Forbartha Caighdeánaí

Ghlac an tÚdarás Slándála Príobháidí, mar bhall den Ghrúpa Forbartha Caighdeánaí, páirt in aistriú Miondámhachtainí FETAC Leibhéal 4 arna bhforordú ag an Údarás mar an gcaighdeán

íosta oiliúna a theastaíonn ar mhaithe le cuspóirí ceadúnaithe do Chóras Coitianta Dámhachtana arna fhorbairt ag Comhairle na nDámhachtainí Breisoideachais agus Oiliúna (FETAC). Bhí na dámhachtainí feabhsaithe gníomhach i Márta 2011.

Dámhachtainí Coibhéiseacha Oiliúint Slándála na hÉireann

Forordaíonn Rialachán Ceadúnú agus Cálíochtaí 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. Chuir an PSA athbhreithnithe coibhéise i gcrích a dheimhnigh coibhéis dámhachtainí eile slándála Éireannacha leo siúd atá forordaithe sa reachtaíocht. Foilseofar liosta de na dámhachtainí seo in 2012.

Soláthróirí agus Cláir Chreidiúnaithe Oiliúna

Lean an PSA le liosta de sholáthróirí um oiliúint slándála atá creidiúnaithe ag FETAC mar aon le liosta de chláir a chuireann siad ar fáil ar a láithreán gréasáin.

Ag Féachaint chun Cinn go dtí 2012

Beidh torthaí le sonrú in 2012 ar iarrachtaí a rinneadh in 2011. Rachaidh roinnt gníomhaíochtaí nach bhfuil incheadúnaithe faoi láthair ar aghaidh chun a bheith ceadúnaithe in 2012. Sa mhullach air sin, ní bheidh drochthionchar ag atheagrú struchtúr inmheánach an Fheidhmeannaigh ar an obair leanúnach faoinar tugadh go dtí seo agus sinn ag iarraidh an réimse gníomhaíochtaí atá ceadúnaithe ag an Údarás a fhairsingiú.

Forbróidh an tÚdarás rialacha thart ar an oiliúint a theastaíonn ar mhaithe le cuspóirí ceadúnaithe do dhaoine aonair atá fostaithe san Earnáil Slándála Imeachtaí agus Leictreonaí. Cuirfidh seo tacaíocht ar fáil do thabhairt isteach ceadúnú aonair sna hearnálacha seo.

In 2011, lean an PSA ag dul i gcomhairle le páirtithe leasmhara tionscail maidir le caighdeán nuashonraithe a fhorbairt i dtaca leis na gníomhaíochtaí a chuimsítear faoi IS 999:2004. Ag cur leis an obair a tosaíodh in 2010, bhí an PSA ina gcathaoirleach ar líon cruinnithe ar ar leagadh an cúram chun caighdeán comhaontaithe agus nuashonraithe a fhorbairt sa limistéar seo. Le linn an phróisis athbhreithnithe, comhaontaíodh go mbeadh an PSA i gceannas agus ina gcathaoirleach ar fhochoiste a bheadh freagrach as breithniú, athbhreithniú agus tuairisciú a dhéanamh ar gach saincheist lena mbaineann na gníomhaíochtaí a chuimsítear i gcaighdeán 2004. Beidh an tÚdarás Slándála Príobháidí faoi stiúir an fhochoiste seo.

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

Le linn 2011, bhí béim ar leith ag an PSA ar fheabhas a chur ar cháilíocht agus ar mhinicíocht ár gcumarsáide lenár bpáirtithe leasmhara, a gcliaint agus an pobal mór. Baineadh seo amach trí roinnt cainéil éagsúla chumarsáide a shainnithint agus trí gach ceann a úsáid i gcomhthráth. D'eascair úsáid ní ba mhó a bhaint as na meáin leictreonacha seachas béim a bheith ar fhógraíocht tráchtála, amhail a bheadh i gceist roimhe seo, as cosc buiséadach. Ina theannta sin, chuir seo ar ár gcumas againn cumarsáid níos spriocdhírthe agus níos dírithe a dhéanamh ná mar a dhéanfaimís le fógraíocht ghinearálta.

Ríomhphost agus Ríomhiris an PSA

Is bealach an-éifeachtach í Ríomhiris an PSA, *PSA Watch*, chun an grúpa is fairsinge daoine a chur ar an eolas faoi phríomhimeachtaí, nuashonruithe tábhachtacha agus faoi staitisticí tábhachtacha ar bhealach tráthúil agus costéifeachtúil. In 2011, d'eisíomar 5 nuachtlitir ríomhirise, bhí 3 cinn díobh dírithe ar chonraitheoirí agus ar dhaoine eile ag a bhfuil suim i ngnóthaí an PSA, agus ba nós nua dúinn 2 ríomhiris a eisiúint d'fhostaithe go sonrach. Cuimsíodh réimse fairsing ábhar le linn na bliana, lena n-áirítear forbairtí ar oiliúint agus ar chaighdeán agus táillí ceadúnais tar éis achtú na reachtaíochta a leasaíonn an tAcht um na Seirbhísí Slándála Príobháidí, 2004. Ina theannta sin, cuireadh nuashonruithe ar fáil ar na hoibríochtaí éagsúla forfheidhmithe faoinar tugadh, mar aon le sonraí faoi ionchúisimh i leith iad siúd a sháraigh ár rialacháin.

Chabhraigh an córas scanta, a tugadh isteach in 2010 don PSA seoltaí ríomhphoist a bhailiú ó fhoirmeacha iarratais aonair. Ó tugadh isteach é, bailíodh nach mór 13,000 seoladh ríomhphoist. Mar aon le ligean dúinn ríomhirisí sonracha a dhíriú ar chonraitheoirí nó daoine aonair, lig seo dúinn, freisin, cumarsáid chuí a dhíriú ar ghrúpaí spriocdhírthe daoine aonair. Áiríodh leis an gcumarsáid sin, meabhrúcháin do shealbhóirí ceadúnais i leith éag a gceadúnais agus nóta ar a thábhachtaí atá sé sinn a chur ar an eolas faoi athruithe seolta. Is meán coitianta teagmhála ár ríomhphost tiomnaithe, licensing@psa.gov.ie do dhaoine aonair agus do chonraitheoirí araon.

Teachtaireachtaí téacs

Is uirlis chumarsáide ar a bhfuil síorbhorradh ag teacht úsáid teachtaireachtaí téacs ar fud réimse earnálacha. Tugann sé rochtain dhíreach ar gach duine aonair agus tá an chuma air go raibh sé an-rathúil maidir le freagraí meara a fháil ó fhaighteoirí. In 2011, d'úsáid an rannán ceadúnaithe é chun teachtaireachtaí a sheoladh do dhaoine aonair a raibh a gceadúnais dlite

le dul in éag agus chun dul i dteagmháil le hiarratasóirí sa chás go raibh deacrachtaí acu lena n-iarratas. Ina theannta sin, ligeann sé do dhaoine aonair iarratas a dhéanamh ar a bhfoirm iarratais a athnuachan trí theachtaireacht téacs a sheoladh chuig an PSA. Is limistéar cumarsáide atá ann atá sinn ag iarraidh a fhorbairt agus a fhairsingiú.

Láithreán Gréasáin

Leanann láithreán gréasáin an Údaráis bheith mar chainéal tábhachtach cumarsáide. Tá ar an gclib cheadúnaithe ar ár láithreán gréasáin an fhaisnéis cheadúnaithe is déanaí agus tugadh 5,267 cuairt ar an leathanach anuraidh agus rinneadh breis agus 4,300 foirm iarratais a íoslódáil ón láithreán gréasáin. Ina theannta sin, cuireann an láithreán gréasáin faisnéis chothrom le dáta ar fáil ar gach gné eile de ghníomhaíocht an PSA, lena n-áirítear earraí nuachta le déanaí agus nuashonruithe oiliúna agus caighdeán. Rinneadh béim a chur ar an áis tuairiscithe ar líne cheana féin mar fhoinse thábhachtach faisnéise le haghaidh forfheidhmiú oibríochtaí sa mhéid go bhfuil sé ar fáil ar bhonn 24/7 don tionscal agus do bhaill an phobail araon.

Cláir Cheadúnas

Cuimsítear ar láithreán gréasáin an Údaráis clár de gach sealbhóir conraitheora agus ceadúnas aonair agus déantar iad a nuashonrú ar bhonn rialta. Is uirlis thábhachtach iad na cláir don tionscal agus don phobal araon. Tugadh 49,883 cuairt ar na cláir in 2011, arbh ionann seo agus 2010 nuair a cuireadh 49,569 cuairt i dtaifead. Is é clár na sealbhóirí ceadúnais aonair an clár ar a dtugtar an líon is mó cuairteanna (17,506 cuairt) tar éis conraitheoirí Suiteálaí (Aláirim Ionraidh) (10,719).

Cuairteanna ar Chlár na Sealbhóirí Ceadúnais in 2011

Clár	Cuairteanna
Sealbhóirí Ceadúnais Aonair	17,506
Conraitheoirí Suiteálaí (Aláirim Ionraidh)	10,716
Sealbhóirí Ceadúnas Conraitheora (Gach Earnáil)	7,519
Conraitheoirí Garda Slándála (Statach)	6,471
Conraitheoirí Doirseora (Áitreabh Ceadúnaithe)	4,387
Conraitheoirí Garda Slándála (Ionad Monatóireachta)	2,512
Conraitheoirí Airgead faoi Bhealach	772
Cuairteanna Iomlána	49,883

Gutháin

Agus feabhas suntasach tagtha ar na hamanna próiseála agus fáil ar mheáin eile chumarsáide, díbríodh go mór mhór na deacrachtaí a bhíodh ann i mblianta roimhe seo agus rochtain á fáil ar an PSA ar an nguthán. Leanfaimid ar aghaidh, sa bhliain amach romhainn chun monatóireacht rialta a dhéanamh ar an gcóras.

Na Meáin

Amhail blianta roimhe seo, d'fhoilsigh an tÚdarás ailt spéise in irisí éagsúla trádála. Thug seo an deis dúinn sprioc a dhéanamh de lucht leanta níos fairsinge le linn na bliana. Cruthaíodh líon preaseisiúintí inar leagadh béim ar obair ár n-aonaid forfheidhmithe agus eisíodh iad don phreas náisiúnta agus cúigeach araon. Bhí an dealramh air go raibh úsáid preaseisiúintí áitiúil an-éifeachtach maidir le torthaí a fhoilsiú go tapa do phobail áitiúla. Sa chás go raibh oibríochtaí athleantacha forfheidhmithe i gceist, thug na leibhéil mhéadaithe chomhlíonta le fios go raibh lámh chúnta á tabhairt ag na foilseacháin áitiúla chun ár dteachtaireacht a chur in iúl.

An Post

Cé go spreagtar agus go gcuirtear bealaí eile cumarsáide chun cinn ar fud an Údaráis, is í an tseirbhís phoist ár bpríomh-mhodh chun déileáil leis an iomaí litir a eisíonn an tÚdarás.

D'eisigh an tAonad Ceadúnaithe Conraitheora 2,124 mír phoist le linn na bliana, ar laghdú 10% seo ar 2010. Chuir an tAonad Ceadúnú Aonair 23,747 mír sa phost chuig daoine in 2011, ar laghdú seo anuas ó 29,284 in 2010, ar laghdú 19% seo. Mar gheall ar úsáid mhéadaithe ríomhphoist agus cainéil chumarsáide téacsanna agus próiseáil níos éifeachtaí iarratas atá an laghdú ar phost agus laghdaíonn seo an gá le dul i dteagmháil le hiarratasóirí. Is éacht suntasach seo, nuair a chuirtear san áireamh go bhfuil ceadúnaithe aonair tar éis na leibhéil is airde a bhaint amach. Chun na figiúirí a chur i gcomhthéacs, is ionann anois méid an phoist agus an tríú cuid a bhíodh siad ag a mbuaicphointe in 2008. Leanfaimid lenár n-iarrachtaí chun ár gcostais phoist a laghdú trí mheáin eile chumarsáide a úsáid.

Suirbhé ar Chonraitheoirí

Thug an tAonad Ceadúnaithe Conraitheoirí faoi shuirbhé ar chonraitheoirí Garda Slándála (Statach) i bhFeabhra 2011 d'fhonn an líon gardaí slándála a dheimhniú a bhí fostaithe an 25 Eanáir 2011 (Seachtain ÍMAT 4). Tugadh faoin suirbhé trí ríomhphost agus eisíodh líon beag

ríomhphost do na conraitheoirí siúd nach mbíonn teagmháil ríomhphoist againn leo. Eisíodh 234 suirbhé ar an iomlán agus fuarthas freagraí ar ais ó 43 conraitheoir (18%).

Anailís ar Shuirbhé ar Chonraitheoirí

Suirbhéanna arna nEisiúint	234
Freagraí arna bhFáil	43
Freagraí a léiríonn <u>Méadú</u> ar Líonta Fostaithe i gcomparáid leis an bhFoirm Iarratais Dheiridh	18
Freagraí a léiríonn <u>Laghdú</u> ar Líonta Fostaithe i gcomparáid leis an bhFoirm Iarratais Dheiridh	17
Freagraí a léiríonn <u>Athrú ar Bith</u> ar Líonta Fostaithe i gcomparáid leis an bhFoirm Iarratais Deiridh	8
Líon Iomlán na bhFostaithe sa Suirbhé	2,796
Líon Iomlán na bhFostaithe ar Fhoirmeacha Iarratais	2,561
An Difríocht idir Líonta Fostaithe	+235

Cruinnithe Tréimhsiúla le Páirtithe Leasmhara

Thionóil an PSA roinnt fóram agus grúpaí in 2011 ar a raibh siad ina gcathaoirleach. Ina measc seo bhí cruinnithe le comhlachtaí deimhnithe d'fhonn saincheistanna a bhain leo araon a phlé i dtaca le caighdeán agus le deimhniú comhlíonta. Anuas air sin, chas an PSA le hionadaithe tionscail ón earnáil slándála leictreonaí, mar aon le hionadaithe agus páirtithe leasmhara tionscail maidir le forbairt agus athbhreithniú a dhéanamh ar chaighdeán IS 999:2004.

Sprioc 5: Ár bhFoireann a Fhorbairt

Athstruchtúró Corparáideach

Leanann ár bhfoireann bheith mar ár sócmhainn is luachmhara. In 2011, rinneamar athbhreithniú ar thaithí ár bhfoirne d'fhonn timpeallacht a chruthú ina bhfeadfaimis tacú leis an acmhainn ríthábhachtach seo, í a spreagadh agus a fhorbairt agus tabhairt faoinár gcroí-shainchúram rialacháin i gcomhthráth.

D'aithin an t-athbhreithniú saineolas agus taithí ár bhfoirne, ar tarraingíodh an chuid ba mhó díobh ó Oifigí agus ó Ranna eile Rialtais a rinne an t-eolas agus an taithí seo a chorprú agus rialachán á chur i bhfeidhm le 6 bliana anuas. Ina theannta sin, thugamar faoi athbhreithniú ar ár gcleachtais oibre laistigh den eagraíocht d'fhonn seirbhísí níos éifeachtúla a sheachadadh agus taithí ár bhfoirne a uasmhéadú.

Mar thoradh air seo, tá athstruchtúró á bheartú ag an Údarás ina gcomhnascfar an tAonad Ceadúnaithe Conraitheora leis na hAonaid Forfheidhmithe agus leis an Aonad Caighdeán ó Nollaig 2011. Comhnascfar an tAonad Ceadúnaithe Aonair leis an Aonad Oiliúna agus cuirfidh Gnóthaí Corparáideacha laghdaithe seirbhísí tacaíochta ar fáil. Ar an mbealach seo, féadfaidh an tÚdarás díriú go comhuaineach ar cheadúnú conraitheora agus aonair.

Athshannadh Foirne

Ar aon dul leis an athstruchtúró seo, rinneadh sraith aistrithe foirne a shainaithint chun an taithí seo a úsáid agus freisin chun dúshlán a chur roimh an bhfoireann a dtaithí a úsáid ar bhealaí éagsúla agus le haghaidh cuspóirí éagsúla.

Tá an t-atheagrú beartaithe ar bhonn céimnithe le linn 2011 agus 2012. Rinneadh líon aistrithe foirne ag deireadh 2011 agus tarlóidh breis aistrithe sa chéad ráithe de 2012. Tá anois ról nua le foghlaim, oiliúint nua le tabhairt fúithi agus caidreamh nua le forbairt.

Breisoideachas

Spreagtar an fhoireann chun tabhairt faoi oideachas breise. Tacóidh an PSA leis an bhfoireann seo trí na táillí a pháirtíoc agus freisin trí shaoire staidéir a cheadú. Thug beirt foirne an Dioplóma i Staidéir Dlí chun críche in 2011. Tá gliondar croí orainn go bhfuil ball foirne ag tabhairt faoi staidéir ar leibhéal clár Céime agus spreagaimid do dhaoine eile amhlaidh a dhéanamh. Tá coinne leis go ndéanfaidh baill eile foirne an cinneadh chun fáil a bheith ar na deiseanna seo amach anseo.

Oiliúint Oibríochtúil

Chuir an Garda Síochána Oiliúint Speisialaithe d'fhoireann Ceadúnaithe agus Forfheidhmithe maidir le haithint cáipéisí bréagacha. Baineann ríthábhacht leis an oiliúint seo, agus aird ar an líon iarratas a phróiseáil an tÚdarás ar bhonn bliantúil agus ar na cumhachtaí atá ag imscrúdaitheoirí chun cártaí aitheantais a imscrúdú nuair a bhítear ag tabhairt faoi imscrúduithe.

Sprioc 6: An modh chun comhlíonadh caighdeáin cheadúnaithe a chruthú a athbhreithniú

Thug an PSA faoi mhóráthbhreithniú ar an modh a chruthaítear comhlíonadh le caighdeáin cheadúnaithe le linn na bliana agus dhírigh siad go háirithe ar chineál an chaidrimh idir iad agus comhlachtaí tráchtála deimhnithe. Forbraíodh roinnt roghanna agus rinneadh iad a chostáil ó pheirspictíocht chliaint tionscail agus ó pheirspictíocht mhaoirsithe an PSA. Is é an toradh atá ar an athbhreithniú seo go bhfuil an caidreamh idir an PSA agus comhlachtaí tráchtála deimhnithe le leagan ar bhonn níos foirmiúla agus go mbeidh baint mhaoirsithe níos mó ag an PSA.

Teastaíonn struchtúr nua chun foras a chur faoin socrú nua seo. Is éard a bhaineann leis seo téarmaí agus coinníollacha tacaíochta a fhorbairt, mar aon le cáipéisíocht choimhdeach tacaíochta. Bhí seo mar ghné thiomána na hoibre faoinar tugadh in 2011 ina leith seo. Thug an PSA faoi obair shuntasach forbartha i limistéar beartais agus forbairt riaracháin córais athstruchtúrtha deimhniú comhlíonta ó pheirspictíocht cheadúnaithe. Ag leanúint ón obair seo agus ó chomhairliúchán fairsing le gach comhlacht deimhnithe, cuirfidh an struchtúr níos foirmiúla feidhm níos rannpháirtí ar fáil don Údarás i ndeimhniú cáilíochta iniúchtaí comhlíonta ceadúnas-bhainteacha an PSA.

Tá sé beartaithe go gcuirfeadh an tionscadal seo i gcrích in 2012. Tá sé mar aidhm ag an athshainiú seo éifeachtúlacht na gné sin den phróiseas cheadúnaithe a mhéadú, costais chomhlíonta a laghdú ar shealbhóirí ceadúnais sa chás gur féidir agus chun caidreamh níos foirmiúla a thabhairt isteach inar féidir leis an PSA agus le comhlachtaí deimhnithe leanúint agus an caidreamh éifeachtach a chur chun cinn a bhí i gceist go dtí seo.

Mar an gcéad chéim sa phróiseas seo, chuir comhlachtaí deimhnithe tús le faisnéis a chur ar fáil don PSA sa chás go dtagann siad ar chás iolrach neamhchomhlíonta le linn iniúchta. Cé go bhféadfaí na saincheistanna seo a réiteach chun shásamh na gcomhlachtaí tráchtála deimhnithe a chumasaíonn eisiúint ceadúnais, cuireann an PSA san áireamh ina bpróifíliú foriomlán den tionscal gur theip ar chuideachta cheadúnaithe a gcaighdeáin a bhaint amach.

Cuireann torthaí iniúchta a chorprú isteach i bpróifíl riosca an PSA le hobair níos fairsinge an PSA maidir le próifíl riosca a chruthú den tionscal a tharraingíonn cheana féin óna n-iniúchtaí féin, faisnéis ó na Coimisinéirí Ioncaim, faisnéis ad hoc atá á cur faoi bhráid na gComhlachtaí Deimhnithe agus faisnéis ó fhoinsí eile. Ag leanúint ar aghaidh, cuirfidh an tsamhail riosca ar

chumas an PSA sprioc a dhéanamh de chuideachtaí ag a bhfuil droch-chaighdeáin le breis iniúchtaí agus déanfaidh sí iniúchtaí an PSA ar chonraitheoirí ceadúnaithe comhlíontacha a íoslaghdú mura laghdaíonn sí iad. Laghdóidh seo na costais atá le híoc ag soláthróirí comhlíontacha mar gheall nach mbeidh orthu acmhainní a leithdháileadh d'iniúchadh an PSA.



Mír 3:

Ár dTuarascáil Airgeadais

Ráitis Airgeadais

An tÚdarás Slándála Príobháidí

Don bhliain dar críoch an 31 Nollaig 2011

AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ

RÁITIS AIRGEADAIS DON BHLIAIN DAR CRÍOCH AN 31 NOLLAIG 2011

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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 2011 ar an Údarás chun ráitis airgeadais a réiteach i gcibé foirm a cheadóidh an tAire Dlí agus Cirt. Agus na ráitis siúd airgeadais á réiteach, ceanglaítear ar an Údarás:

- Beartais chúí 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 chúí 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 Alt 6 den Acht um na Seirbhísí Slándála Príobháidí, 2004 agus 2011. Tá an tÚdarás freagrach freisin as ráthaíocht a gcuid sócmhainní agus dá bhrí sin as bearta réasúnta a dhéanamh do chosc agus d'aimsíú caimiléireachta agus mírialtachtaí eile.

Chief Executive:  Date: 25/10/2012

Chairperson:  Date: 25 Oct 2012

AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ

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.

Ghlac an PSA Cód nua Rialachais ina n-ionchorpraítear treoirlínte na Roinne Airgeadais sa limistéar seo. Cuireadh Cód an PSA faoi bhráid an Aire Dlí agus Cirt.

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 feidhmeannach laistigh den údarás a tharmligeann an tÚdarás dóibh chun éifeacht a thabhairt do bheartas agus do chinntí an Údaráis.

AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ

RÁITEAS AR RIALÚ INMHEÁNACH AIRGEADAIS

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:

16. 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.
17. 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 cuntasafóchta, atá in ann raon leathan eolais airgeadais agus chuntasafóchta a sholáthar.
18. Ullmhaítear buiséid i dtaca le gach bliain agus ullmhaítear ráitis mhíosúla ioncaim agus chaiteachais le comparáid a éascú le figiúirí buiséadta.
19. Tá gnáthaimh rialaithe airgeadais an Údaráis faoi réir athbhreithniú ag rannán iniúchta inmheánaigh na Roinne Dlí agus Cirt, Comhionannais agus Athchóirithe Dlí. Chríochnaigh an Roinn Dlí agus Cirt agus Comhionannais iniúchadh inmheánach ar an PSA in 2011, a chuir deimhniú dearfach ar fáil maidir leis an Oifigeach Cuntasafóchta agus don PSA maidir le leordhóthanacht agus le héifeachtacht an chórais fhoriomláin rialuithe inmheánacha airgeadais atá i bhfeidhm.
20. 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.
21. 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 gur thug an Bord faoi athbhreithniú ar éifeachtacht an chórais rialaithe inmheánaigh airgeadais.

Chief Executive  Date: 25/10/2012
Chairperson  Date: 28 Oct 2012

AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ

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 chuntasaíochta 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%

Nóta: Rinneadh an ráta dímheasa le haghaidh Trealamh TF a choigeartú in 2011 ó 33.3% go dtí 20% le comhfhreagairt don ráta a d'úsáid an Roinn Dlí agus Cirt.

AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ

AN CUNTAS IONCAIM AGUS CAITEACHAIS DON BHLIAIN DAR CRÍOCH AN 31 NOLLAIG 2011

			2011	2010
	Nótaí	€	€	€
IONCAM				
Deontas an Oireachtais	1		2,040,688	2,152,506
Táillí Ceadúnais	2		<u>2,234,519</u>	<u>2,739,903</u>
			4,275,207	4,892,409
Aistriú ó Cuntas Caipitil	6		<u>84,668</u>	<u>13,003</u>
			4,359,875	4,905,412
CAITEACHAS				
Costais Foirne	3	1,656,734		1,657,311
Riarachán	4	<u>453,348</u>		<u>546,624</u>
		<u>2,110,082</u>		<u>2,203,935</u>
Glanioncam			<u>2,249,793</u>	2,701,477
Ranníocaíocht leis an Státchiste			<u>2,207,337</u>	<u>2,666,000</u>
Barrachas don tréimhse			42,456	35,477
Barrachas a tugadh anonn			107,434	71,957
Barrachas amhail an 31 Nollaig			<u>149,890</u>	<u>107,434</u>

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



Chief Executive:  Date: 25/10/2012
 Chairperson:  Date: 25 Oct 2012

AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ

AN CLÁR COMHARDAITHE AMHAIL 31 NOLLAIG 2011

		2011		2010	
	Nótaí	€	€	€	€
SÓCMHAINNÍ INLÁIMHSITHE					
Sócmhainní Seasta	5		46,126		37,527
SÓCMHAINNÍ REATHA					
Féichiúnaithe agus Réamhíocaíochtaí		8,483		13,996	
An Banc agus Airgead		154,819		128,012	
Stoc		<u>5,350</u>		<u>6,848</u>	
			168,652		148,856
DLITEANAIS REATHA					
Creidiúnaithe agus Fabhráithe		18,762		<u>41,422</u>	
			<u>18,762</u>		<u>41,422</u>
GLANSÓCMHAINNÍ REATHA					
			<u>149,890</u>		<u>107,434</u>
GLANSÓCMHAINNÍ					
			<u>196,016</u>		<u>144,961</u>
DLITEANAIS FHADTÉARMACHA					
Cuntas Caipitil	6		46,126		37,527
An Cuntas Ioncaim agus Caiteachais			<u>149,890</u>		<u>107,434</u>
			<u>196,016</u>		<u>144,961</u>

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

Chief Executive:  Date: 25/10/2012
 Chairperson:  Date: 25 Oct 2012

AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ



RÁITEAS AR SHREABHADH AIRGEADAIS DON BHLIAIN DAR CRÍOCH AN 31 NOLLAIG 2011

Réiteach an bharrachais oibriúcháin go dtí glanairgead insreabhadh/(eis-sreabhadh) ó ghníomhaíochtaí oibriúcháin	2011 €	2010 €
Barrachas oibriúcháin don tréimhse	42,456	35,477
Dímheas Sócmhainní Inláimhsithe	84,854	15,612
Caillteanas ar Dhiúscairt Sócmhainní Seasta	237	-
Aistriú (ón) gCuntas Caipitil	(84,668)	(13,003)
Laghdú ar Stoc	1,498	236
Laghdú ar Fhéichiúnaithe agus ar Réamhíocaíochtaí (Laghdú)/Méadú ar Chreidiúnaithe agus ar Fhabhruithe	5,513 (22,660)	24,167 <u>11,369</u>
Glaninsreabhadh/(eis-sreabhadh) ó ghníomhaíochtaí oibriúcháin	27,230	73,858
Glanchaiteachas Caipitil		
Íocaíochtaí chun sócmhainní seasta inláimhsithe a fháil	(423)	(635)
Méadú/(laghdú) ar airgead	26,807 =====	73,223 =====

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

	2011 €	2010 €
Glanchistí amhail an 1 Eanáir	128,012	54,789
Glanchistí amhail an 31 Nollaig	<u>154,819</u>	<u>128,012</u>
Méadú/(laghdú) ar Airgead	<u>26,807</u> =====	<u>73,223</u> =====

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

Chief Executive  Date: 25/10/2012
Chairperson  Date: 23 Oct 2012

AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ

NÓTAÍ LEIS NA RÁITIS AIRGEADAIS DON BHLIAIN DAR CRÍOCH AN 31 NOLLAIG 2011

	2011 €	2010 €
5. DEONTAS AN OIREACHTAIS		
Vóta 19 – Dlí agus Comhionannas	2,040,688	2,152,506

6. 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.

7. COSTAIS FOIRNE

Tuarastail agus pána	1,592,494	1,584,826
Taisteal agus Cothabháil	<u>64,240</u>	<u>72,485</u>
	1,656,734	1,657,311

Bhí 37 Ball Foirne fostaithe ag an Údarás amhail an 31 Nollaig 2011 (2010:37).

AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ

	2011	2010
	€	€
4. RIARACHÁN		
Costais oifige	61,406	64,974
Seirbhísí comhairleoireachta	24,289	70,037
Táillí bhail an Údaráis	58,140	58,140
Costais dlí	83,772	168,841
Costais Chumarsáide	50,349	63,468
Costais oiliúna	150	250
Costais cheadúnaithe	47,392	78,045
Fógraíocht	2,183	2,360
Dímheas	84,854	15,612
Táille iniúchta	6,225	7,500
Eile	4,350	5,149
Táille chuntasaíochta	4,613	4,675
Deisiúcháin agus cothabháil	25,388	7,573
Cailteanas ar Dhiúscairt Sócmhainní Seasta	237	-
	<hr/>	<hr/>
	453,348	546,624

AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ

8. SÓCMHAINNÍ SEASTA INLÁIMHSITHE

	Troscán agus Feistis	Trealamh TF	Trealamh Oifige	Iomlán
	€	€	€	€
COSTAS				
Amhail an 1 Eanáir	48,455	572,070	52,887	673,412
Coigeartú	(41,001)	17,411	(8,931)	(32,521)
Breisiúcháin	-	423	-	423
Diúscairtí	-	(7,404)	-	(7,404)
Amhail an 31 Nollaig	7,454	582,500	43,956	633,910

DÍMHEAS CARNTHA

Amhail an 1 Eanáir	22,326	567,392	46,167	635,885
Coigeartú	(19,546)	(91,937)	(14,305)	(125,788)
Diúscairtí	-	(7,167)	-	(7,167)
Athrú don tréimhse	745	79,099	5,010	84,854
Amhail an 31 Nollaig	3,525	547,387	36,872	587,784

GLANLUACH LEABHAR

Amhail an 31 Nollaig	3,929	35,113	7,084	46,126
	=====	=====	=====	=====
Amhail an 1 Eanáir	26,129	4,678	6,720	37,527
	=====	=====	=====	=====

NÓTA

Thug an tÚdarás faoi réiteach an uile shócmhainne faoina gcoimeád in 2011 i leith iad siúd ar a bhfuil taifead i gclár na sócmhainní sa Roinn Dlí agus Cirt agus Comhionannais. Rinneadh na hiarmhéideanna tosaigh a choigeartú d'fhonn sócmhainní troscáin agus trealamh oifige a léiriú nár aistríodh chuig an Údarás tar éis dóibh bogadh go háitreabh nua in 2008 agus sainaitníodh sócmhainní a fágadh ar lár ó chlár an Údaráis. Anuas air sin, rinneadh an t-iarmhéid tosaigh le haghaidh dímheas trealamh TF a choigeartú mar gheall gur úsáid an tÚdarás ráta dímheasa 33.3% a rinneadh a leasú go dtí 20% d'fhonn bheith ar aon dul le ráta na Roinne.

AN TÚDARÁS SLÁNDÁLA PRÍOBHÁIDÍ

7. CUNTAS CAIPITIL

	2011	2010
€	€	€
Iarmhéid Tosaigh	37,527	50,530
Coigeartú ¹	93,267	-
Ceannaigh shócmhainne seasta	423	635
Diúscairt Sócmhainní Seasta	(7,404)	-
Amúchadh	(84,854)	(13,638)
Dímheas ar Diúscairtí	<u>7,167</u>	<u>-</u>
Aistriú (chuig)/ón gCuntas Ioncaim agus Caiteachais	<u>(84,668)</u>	<u>(13,003)</u>
Iarmhéid amhail an 31 Nollaig	<u>46,126</u>	<u>37,527</u>

¹ Léiríonn seo an coigeartú le haghaidh dímheasa €125,788 lúide an cóigeartú ar an iarmhéid tosaigh do chostas sócmhainní €32,521 amhail a léirítear i Nóta 5.

22. 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 Aoisliúntais 7 agus ní dhearnadh aon soláthar sna ráitis airgeadais seo maidir leis na costais seo.

23. 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. Iocann 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

24. 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 Bearta Éigeandála ar Mhaithe le Leas an Phobail, 2009 (Uimh. 5 de 2009), agus coimeádann siad iad mar Leithreasáí i gCabhair don Roinn sin.

B'ionann seo agus (€90,220 in 2011) (2010: €90,748).

25. 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.

26. 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.

27. LUACH SAOTHAIR AN PHRÍOMHFHEIDHMEANNAIGH

Is éard a bhí i luach saothair an Phríomhfheidhmeannaigh le haghaidh 2011, buntuarastal bliantúil €113,922 (2010: €114,098). Anuas air sin, fuair an Príomhfheidhmeannach €7,754 maidir le costais taistil agus cothabhála in 2011 (2010: €10,924) 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 2011.

28. TÁILLÍ NA STIÚRTHÓIRÍ

Íocadh táillí €58,140 le baill den bhord maidir le 2011 (2010: €58,140). Íocadh costais taistil agus cothabhála €4,915 le baill den bhord maidir le 2011 (2010: €3,799) i gcomhréir le rátaí taistil agus cothabhála na státseirbhíse.

29. TÁILLÍ FORFHEIDHMITHE

B'ionann táillí forfheidhmithe le haghaidh neamhchomhlíonadh rialacháin an Údaráis agus €9,837 in 2011 (2010: €14,723). Tá cuntas ar na táillí seo in ioncam ó tháillí ceadúnais.

30. FAOMHADH RÁITIS AIRGEADAIS

D'fhaomh an tÚdarás na cuntais seo an

25/10/2012



Aguisíní

AGUISÍN 1

Cairt Eagrúcháin don Údarás Slándála Príobháidí amhail an 31/12/2001			
Geraldine Larkin Príomhoifigeach Feidhmiúcháin			
Gnóthaí Corparáideacha	Forfheidhmiú	Ceadúnú	Oiliúint agus Caighdeán
<i>Seirbhísí Corparáideacha/ Caidreamh Poiblí/ Cóiríocht/ Riarachán/ Airgeadas</i>	<i>Forfheidhmiú/ Gearáin/ Fiosrúcháin/ Ionchúisimh</i>	<i>Ceadúnú Daoine Aonair agus Conraitheoirí</i>	<i>Taighde agus Forbairt Tionscadal le haghaidh Oiliúna agus Caighdeán</i>
Siobhán Carew Josephine Crowe Breda Burke Norah Lonergan Kathleen McGlynn George O'Neill	John O' Dwyer Jim McGlynn Jerry Cotter Patricia Quirke Margaret Donovan Lynda O'Sullivan Kay McAuliffe Edward Gannon Joseph Reilly Damien Travers	Paul Scallan Pat Gooley Mary Davern Mary Rose Kinane Breda Ryan Ann Lonergan Liz Maher Sandra Quirke Kathleen Ryan Bernie Ryan Noreen Hogan Anne Breheny Nano Ryan Mary Ryan Maria Cagney Eilish McCormack	Seamus Burke Rosie Cunningham Jim O'Neill David McGuinness

AGUISÍN 2

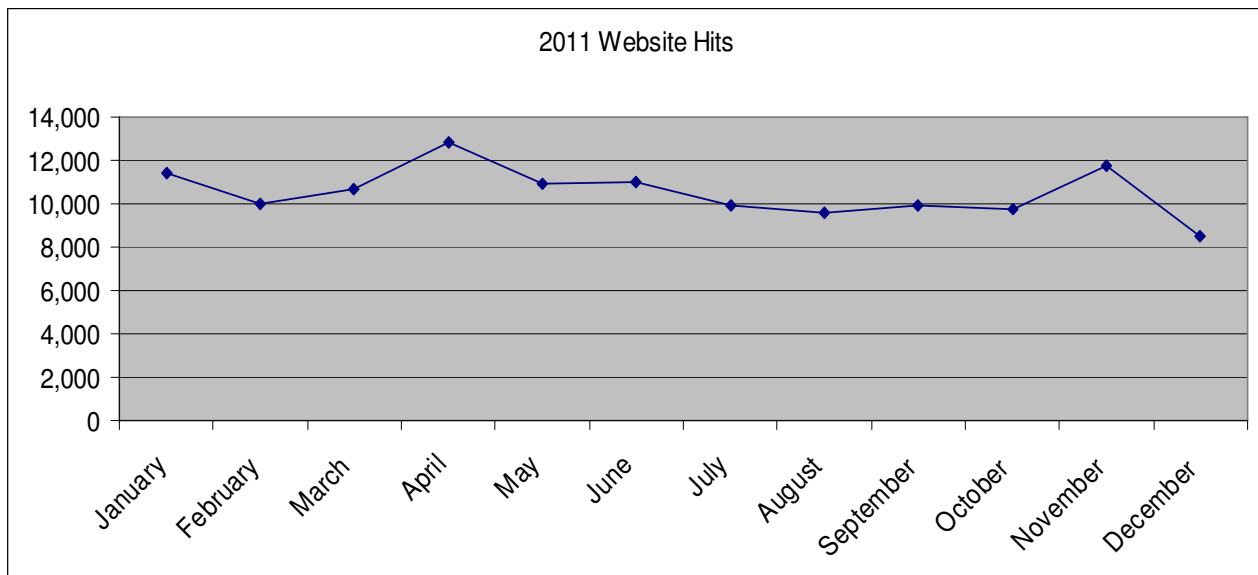
Cuimsiú/Gníomhaíocht Mheán an PSA

Preaseisiúintí	66
Ailt sna nuachtáin náisiúnta	13
Ailt sna nuachtáin chúigeacha	17
Ailt in irisleabhair/irisí trádála	19
Agallaimh ar an raidió	5
Nuachlitreacha	5
Cur i láthair	2

AGUISÍN 3

Staitisticí Láithreán Gréasáin

Eanáir	11,418
Feabhra	9,972
Márta	10,690
Aibreán	12,810
Bealtaine	10,944
Meitheamh	11,020
Iúil	9,894
Lúnasa	9,596
Meán Fómhair	9,876
Deireadh Fómhair	9,777
Samhain	11,756
Nollaig	8,502
Iomlán	126,255



AGUISÍN 4

Foilséacháin an PSA

PSA 16	Tuarascáil Bhliantúil 2008	Meán Fómhair 2010
PSA 17	Tuarascáil Bhliantúil 2009	Deireadh Fómhair 2011
PSA 18	Tuarascáil Bhliantúil 2010	Nollaig 2011

An 14 Eanáir 2011	An tOrdú Díolúine Slándála Príobháidí (Díolúine) do Shuiteálaithe, 2007
An 15 Aibreán 2011	An tOrdú Díolúine Slándála Príobháidí (Díolúine) do Shuiteálaithe, 2007
An 8 Iúil 2011	An tOrdú Díolúine Slándála Príobháidí (Díolúine) do Shuiteálaithe, 2007
An 12 Iúil 2011	An tOrdú Díolúine Slándála Príobháidí (Díolúine) do Shuiteálaithe, 2007
An 7 D.Fómhair	An tOrdú Díolúine Slándála Príobháidí (Díolúine) do Shuiteálaithe, 2007

AGUISÍN 5

Rialachán an PSA

I.R. Uimh. 152 de 2011

Rialachán Slándála Príobháidí (Táille Ceadúnais agus Chárta Aitheantais Dhúblaigh), 2011

AGUISÍN 6

Tuarascáil Fuinnimh

Forbhreathnú ar Úsáid Fuinnimh in 2011

In 2011, lean ola téimh agus leictreachas le haghaidh soilsiú agus úsáidí eile bheith mar fhoinsí na príomhúsáide fuinnimh san PSA. D'aistrigh an PSA chuig a bhfoirgneamh reatha in 2008 agus dearadh an foirgneamh i Sráid Dáibhise 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 níos éifeachtúla sular aistrigh an PSA san foirgneamh. Tá rátáil fuinnimh C2 mar fhianaise ar an méid seo atá os cionn an mheánrátála le haghaidh foirgneamh den saghas seo.

Lean an Fhoireann Fuinnimh le tionscnaimh choigilte fuinnimh a chomhlíonadh agus a thabhairt isteach in 2011 mar chuid den tionscnamh “Optimising Power @ Work” atá á reáchtáil ag Oifig na nOibreacha Poiblí i gcomhar le Aramark Ireland, a bhíodh Vector-FM roimhe seo.

Níl aon áis ag an PSA chun úsáid a bhaint as breoslaí in-athnuaite.

Gníomhartha faoinar tugadh in 2011

Is éard atá san Fhoireann Fuinnimh an tOifigeach Fuinnimh agus triúr ball foirne eile. Casann an fhoireann ar a chéile gach coicíse le linn mhíonna an gheimhridh agus thug siad faoi líon tionscnamh ina mbeadh an fhoireann rannpháirteach i bhfuinneamh a shábháil ar fud an fhoirgnimh.

Is é cuspóir an PSA 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 foirgneamh.

Gníomhartha atá beartaithe le haghaidh 2012

Leanfaidh an Fhoireann Fuinnimh le bealaí nua a aimsiú chun ár n-úsáid fuinnimh a laghdú in 2012 agus leanfaidh siad ag dlúthoibriú le hOifig na nOibreacha Poiblí agus Aramark Ireland. Agus coinne againn leis nach mbeimid thíos le drochgheimhridh 2010/2011, táimid muiníneach gur féidir coigiltí a bhaint amach.