



An tÚdarás Slándála Príobháidí
The Private Security Authority

PSA QUESTIONNAIRE
ON THE ACTIVITIES
OF
PRIVATE INVESTIGATORS

**To inform the PSA in its preparations for
the future licensing of Private Investigators**

May 2013

www.psa.gov.ie

Introduction

The Private Security Services Act 2004, as amended, established the Private Security Authority (PSA) as the national regulatory and licensing body for the private security industry in Ireland. Amongst the functions of the PSA are:

- The controlling and supervising of persons providing security services and maintaining and improving standards in the provision of those services.
- Specifying standards to be observed in the provision of security services.
- Specifying qualifications or requirements for the granting of licences.

Section 2 of the Private Security Services Acts sets out the categories of security service to be licensed by the PSA and provides a definition of these services. Private Investigator is defined in Section 2 as follows:

“a person who in the course of a business, trade or profession conducts investigations into matters on behalf of a client and includes a person who –

(a) obtains or furnishes information in relation to the personal character, actions or occupation of a person or to the character or kind of business in which a person is engaged, or

(b) searches for missing persons;”

In order to understand the scope and extent of Private Investigators in Ireland, the PSA has issued this questionnaire as part of its preparatory work into the licensing of the sector. No timeframe for the licensing of Private Investigators has been set so far. The results of this questionnaire will inform the PSA on what the next steps towards licensing shall be. Updates on the licensing of Private Investigators will be published on our website, www.psa.gov.ie.

The PSA invites all those with an interest in the licensing of Private Investigators to complete this questionnaire. Completed questionnaires may be returned to the PSA;

by email at: public_consultation@psa.gov.ie

or by post to: The Private Security Authority
Davis Street
Tipperary Town
County Tipperary

The closing date for receipt of questionnaires is Friday, the 14th June 2013.

The results of this questionnaire may be published as part of future documents. If submissions contain confidential information, such information should be clearly and unambiguously marked as confidential.

Questions Relating To The Licensing Of Private Investigators

1A. Please indicate which of the following categories describes you:

Private Investigator ☐

User of Private Investigator Services ☐

Representative Body ☐

Statutory Body/Agency ☐

Other ☐

If Other, please briefly provide reason as to why you have completed this questionnaire.

1B. Are you/your business resident in the Republic Of Ireland Yes ☐ No ☐

If you indicated that you are a Private Investigator please complete questions 2-13.

If you indicated one of the other categories please go to question 14 on Page 9.

2. As a Private Investigator which of the following describes your business status:

Sole Trader ☐

Partner in a Partnership ☐

Company ☐

Employee ☐

3A. How many years have you been in business/employed as a Private Investigator?

3B. Please indicate if this is full time or part time employment: Full Time ☐

Part Time ☐

3C. Do you sub contract work to other Private Investigators? Yes ☐ No ☐

3D. Do you receive work on a sub contract basis from other Private Investigators? Yes ☐

No ☐

If yes to question 3D, what percentage of your work is accounted for by work received under sub contract?

%

4. Does your business/employer provide any of the following security services:

Door Supervisor	<input type="checkbox"/>	
Event Security	<input type="checkbox"/>	
Security Guarding	<input type="checkbox"/>	
Alarm/CCTV Monitoring	<input type="checkbox"/>	
Installer of Security Equipment (Alarms/Access Control/CCTV)		<input type="checkbox"/>
Cash In Transit	<input type="checkbox"/>	
Locksmith/Installer of Safe	<input type="checkbox"/>	
Security Consultant (Not relating to Private Investigation)		<input type="checkbox"/>

5. Please indicate if you hold formal qualifications relating to private investigation. Details should include the formal title of the qualification, the jurisdiction from which the qualification was acquired and the framework level of the qualification, if known. Please use extra boxes to provide details of other relevant qualifications.

Private Investigator Qualification	<input type="checkbox"/>	
Title of Qualification		<input type="text"/>
Jurisdiction Acquired From		<input type="text"/>
Framework Level of Qualification		<input type="text"/>
Surveillance Qualification	<input type="checkbox"/>	
Title of Qualification		<input type="text"/>
Jurisdiction Acquired From		<input type="text"/>
Framework Level of Qualification		<input type="text"/>
Investigation Management Qualification	<input type="checkbox"/>	
Title of Qualification		<input type="text"/>
Jurisdiction Acquired From		<input type="text"/>
Framework Level of Qualification		<input type="text"/>

Continued on next page

5. Other Security Related Qualification ☐

Title of Qualification

Jurisdiction Acquired From

Framework Level of Qualification

Other Security Related Qualification ☐

Title of Qualification

Jurisdiction Acquired From

Framework Level of Qualification

Other Security Related Qualification ☐

Title of Qualification

Jurisdiction Acquired From

Framework Level of Qualification

Other Security Related Qualification ☐

Title of Qualification

Jurisdiction Acquired From

Framework Level of Qualification

Other Security Related Qualification ☐

Title of Qualification

Jurisdiction Acquired From

Framework Level of Qualification

6. In addition to your years as a Private Investigator (Question 3A), do you have experience in other areas which is relevant to your role as a Private Investigator?

Yes ☐

No ☐

If yes, please provide details

Relevant Experience

Details of role

Years in role

years

Relevant Experience

Details of role

Years in role

years

Relevant Experience

Details of role

Years in role

years

Relevant Experience

Details of role

Years in role

years

7. If your business/employer operates in accordance with any industry, national or international standards or codes of practice please provide the title of the standard/code. Also indicate if compliance with the standard/code is independently audited.

Title

Independently Audited

Yes

No

☐

☐

Title

Independently Audited

Yes

No

☐

☐

Title

Independently Audited

Yes

No

☐

☐

Title

Independently Audited

Yes

No

☐

☐

8. Based on your business over the past 12 months, please indicate as accurately as possible the % of your business derived from each of the following areas:

- | | |
|--|------------------------|
| Insurance Claims including Personal Injury and Accident Investigations | <input type="text"/> % |
| Business Due Diligence and Background Investigations | <input type="text"/> % |
| Debt Collection and Investigations for Financial Institutions | <input type="text"/> % |
| Employee Vetting and Background Checks | <input type="text"/> % |
| Matrimonial and other Domestic/Personal Investigations | <input type="text"/> % |
| Tracing Missing Persons, Witnesses, Beneficiaries | <input type="text"/> % |
| Computer Security/IT Forensics/Data Retrieval | <input type="text"/> % |
| Commercial/Industrial Investigations | <input type="text"/> % |
| Process Serving | <input type="text"/> % |
| Criminal Investigation (Not falling within above categories) | <input type="text"/> % |
| Other (Please provide brief description below) | <input type="text"/> % |

9. Please indicate if as part of your role as a Private Investigator you are a member of any of the following:

Irish Security Industry Association ☐

Security Institute Of Ireland ☐

World Association of Professional Investigators ☐

Other Representative Body (please name)

Other Representative Body (please name)

Other Representative Body (please name)

10. Including yourself, how many persons are employed as Private Investigators in your business/employment?

- 11A. If you hold a licence to provide private investigation services in another jurisdiction(s) please provide details below.

Jurisdiction

- 11B. In the past 2 years have you undertaken private investigation services for clients from outside the Republic of Ireland.

Yes ☐ No ☐

- 11C. In the past 2 years have you undertaken private investigation services in conjunction with a Private Investigator from another Jurisdiction.

Yes ☐ No ☐

If yes, did the Private Investigator visit Ireland and participate in the investigation.

Yes ☐ No ☐

12. Please provide details of the types of insurance cover held by you as a Private Investigator.

13. In to which of the following bands does your turnover as a Private Investigator fall.

Turnover Band	Please Tick One
Up to and including €100,000	
Between €100,001 and €300,000	
Between €300,001 and €625,000	
Over €625,000	

Please go to question 17 on page 11.

14. If you have engaged a Private Investigator in the past what services did you employ them for. (please tick appropriate boxes)

- | | |
|--|--------------------------|
| Insurance Claims including Personal Injury and Accident Investigations | <input type="checkbox"/> |
| Business Due Diligence and Background Investigations | <input type="checkbox"/> |
| Debt Collection and Investigations for Financial Institutions | <input type="checkbox"/> |
| Employee Vetting and Background Checks | <input type="checkbox"/> |
| Matrimonial and other Domestic/Personal Investigations | <input type="checkbox"/> |
| Tracing Missing Persons, Witnesses, Beneficiaries | <input type="checkbox"/> |
| Computer Security/IT Forensics/Data Retrieval | <input type="checkbox"/> |
| Commercial/Industrial Investigations | <input type="checkbox"/> |
| Process Serving | <input type="checkbox"/> |
| Criminal Investigation (Not falling within above categories) | <input type="checkbox"/> |
| Other (Please provide brief description below) | <input type="checkbox"/> |

15. On average, how often would you engage the services of a Private Investigator. (please tick appropriate box)

- | | |
|------------------------------|--------------------------|
| Never engaged one | <input type="checkbox"/> |
| Once only for a specific job | <input type="checkbox"/> |
| 1-5 times a year | <input type="checkbox"/> |
| 5-10 times per year | <input type="checkbox"/> |
| 10-20 times per year | <input type="checkbox"/> |
| More than 20 times per year | <input type="checkbox"/> |

16A. How would you rate your level of satisfaction with the service provided by Private Investigators. (please tick appropriate box)

- | | |
|----------------------|--------------------------|
| Better than expected | <input type="checkbox"/> |
| As expected | <input type="checkbox"/> |
| Below expectation | <input type="checkbox"/> |

16B. What steps could be taken to improve the services provided by Private Investigators (please tick appropriate box)

- Published list of costs

☐
- Pre commencement plan of proposed services

☐
- Written contract for service to be provided

☐
- Details of reporting mechanisms

☐
- Other (please provide brief description below)

☐

16C. If you wish to provide comments to support your answer at 16A or 16B please do so in the box below.

(Please attach additional sheets if required and number 16C on top of each sheet)

Please answer the following questions by ticking the appropriate box

- | | | | |
|-----|--|------------------------------|-----------------------------|
| 17. | Do you agree that Private Investigators should be licensed? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 18. | Do you agree that Private Investigators should be subject to Criminal Record checks? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 19. | Do you agree that Private Investigators should operate to an industry standard/code of practice? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 20. | Should Private Investigators provide potential clients with a contract detailing costs and the services to be provided? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 21. | Should the licensing of Private Investigators include employees providing the service as well as contractors? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 22. | Do you believe that licensing will have a positive impact on the provision of Private Investigator services? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 23. | Do you believe that clients will benefit from the licensing of Private Investigators? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 24. | Do you believe that there are undesirable persons currently practising as Private Investigators? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 25. | Do you believe that some Private Investigators use their service to undertake criminal activity? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 26. | If Private Investigators are not licensed by the PSA should they be subject to self regulation? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 27. | Do you believe that Private Investigators, as an industry, can regulate themselves? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 28. | Do you believe that the licensing of Private Investigators will lead to increased costs for clients? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 29. | On balance, do you believe that the licensing of Private Investigators outweighs any increased costs for clients? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 30. | Do you believe that only licensed Private Investigators should be able to describe themselves as "Private Investigators"? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 31. | Do you believe that there should be a public register of licensed Private Investigators? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

- 32. What advantages/disadvantages do you think the licensing of Private Investigators will bring?**

(Please attach additional sheets if required and number 32 on top of each sheet)

33. What steps, if any, do you think need to be taken to improve the provision of Private Investigation services.

(Please attach additional sheets if required and number 33 on top of each sheet)

34. If you wish to provide further comments on the licensing of Private Investigators please do so in the box below.

(Please attach additional sheets if required and number 34 on top of each sheet)

General Information

Completed questionnaires may be returned to the PSA;

by email at: public_consultation@psa.gov.ie

or by post to: The Private Security Authority
Davis Street
Tipperary Town
County Tipperary

The closing date for receipt of questionnaires is Friday, the 14th June 2013

All answers provided will be treated confidentially and will not be disclosed except in accordance with the Freedom of Information Acts and with the respondents permission.

The PSA may produce a report on the results of this questionnaire. While certain information from the questionnaire may be published in the report, the PSA will not publish any results which may identify a respondent.

If you wish to receive information from the PSA regarding the licensing of Private Investigators please provide your email address in the box below.

Email address:

The PSA publishes 3/4 ezines on licensing and other PSA related issues during the year. If you wish to be added to our distribution list please tick here if you have already provided your email address above.

☐

Otherwise please provide your email address in the box below.

Email address:

For further information contact the PSA's Contractor Standards Unit at:

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