

# Delivering Services – Fit for the Future

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# Overview

- How we work today?
- How will we work in the future?
- What will we do to get there?



# Current Services



Individual Licensing



Approved Contractor Scheme

# Licensing: Supporting Individuals

- High levels of contact
- Bureaucratic paper application process
- Relatively complex
- No dedicated Renewal process



# Licensing: Supporting Employers

- No formal relationship between the SIA and employer
- Limited 'Bulk' process
- Individual focussed processes
- Limited use of on-line channel



# ACS – Current Service

- Relatively complex processes
- High flexibility
- Frequent contact opportunities
- Systems separate from Licensing



# The Service We Need

- Accessible / On-line
- Business and individual focussed
- Simple and easier to operate
- Less cost



# How Will We Get There

- New contact channels
- Dedicated renewal process
- Using other information sources (not paper)
- Website improvements
- Enhanced 'Bulk' Process
- Plain English (Letters, email, etc.)
- More accessible 'e' payment methods
- Applications via 3<sup>rd</sup> Party



# What This Means For You



Security Industry Authority

- Using on-line application and enhanced bulk facilities
- Able to administer the full application process
- Information to enable resolution of staff queries
- Using electronic payment methods



# Breakout Sessions

Two Breakout sessions;

- The future of the ACS / Hallmark
- Developing individual application services

Opportunity to discuss details and raise questions