



An tÚdarás Slándála Príobháidí  
The Private Security Authority

# ANNUAL REPORT

# 2020

# Our Mission

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.

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## Opening Statement by Noel Lappin, Chairman and Paul Scallan, Chief Executive

We are delighted to report on the activities of the Private Security Authority for 2020. Like so many sectors across society, the security industry faced significant challenges last year. As their regulator, we made every effort to support our licence holders during the year and advocated on behalf of the security industry with the Minister and her Department. We were disappointed that our proposals to reduce the licence fee or extend the licence term were not accepted. We will continue to look for ways to assist our licence holders in 2021.

Our commitment to developing a professional and well regulated security industry remains strong. With almost 42,000 contractor and employee licences in circulation at the end of 2020, the industry plays an important role in the safety and protection of our society. Good regulation builds public confidence in the industry and helps create new opportunities for those operating in the sector. We will continue to work in partnership with employers and employees to promote the benefits of regulation to society.

Like most bodies, last year presented unique challenges for us. We postponed the licensing of individuals in the Event Security sector and work on progressing licensing in other areas was delayed by the lockdown. While our ability to engage with licensees and undertake compliance activity was severely hampered by the pandemic.

The delay in advancing key projects during 2020 will now make it difficult to complete key elements of the Strategic Plan. While we remain confident that we can make significant progress during 2021, we acknowledge that elements of our mandate will remain unfinished when the Strategic Plan comes to an end in November 2021.

We would like to acknowledge the commitment and support of all our stakeholders who engaged with us during the year. We would particularly like to thank the Minister for Justice and her Department, the Garda Síochána and other Government bodies whose support is critical to our ongoing success.

Finally, we would like to thank the Board for their leadership, our staff for their continued hard work and commitment in exceedingly difficult circumstances and all those who engaged with us to help achieve our objectives during the year.



Mr. Noel Lappin



Mr. Paul Scallan

# 2020 at a Glance

Sector	Individuals	Contractors	Turnover (€)
Door Supervisor (Event Security)	N/A	36	1,799,000
Door Supervisor (Licensed Premises)	11,966	48	12,807,000
Locksmith	N/A	224	22,385,000
Private Investigator	N/A	107	14,250,000
Security Guard (Alarm Monitoring)*	673	36	50,706,000
Security Guard (CCTV Monitoring)	N/A	31	17,840,000
Security Guard (Event Security)	N/A	49	3,648,000
Security Guard (Static)	26,390	184	400,967,000
Electronic Security Sector <sup>1</sup>	N/A	1,041	264,496,000
Cash In Transit	1,105	4	70,025,000
<b>Total ** ***</b>	<b>40,134</b>	<b>1,760</b>	<b>858,923,000</b>

\* The figure for individuals includes Alarm Monitoring and CCTV Monitoring as one licence covers both categories.

\*\*The number of licences issued is greater than the number of licensed individuals and contractors as some licence holders have licences in multiple sectors.

\*\*\*Turnover is based on figures provided by contractors with their application and relates to their previous accounting period.

<sup>1</sup>Reference in this Report to the Electronic Security sectors should be read to include Installers of Access Control, CCTV and Intruder Alarm systems.

# Mission and Values

In pursuit of our mandate to protect the public and improve standards within the private security industry, we are committed to the following mission and values.

**Our Mission** 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.

**Our Vision** continues to be one in which consumers' interests will be protected by a regulated industry with high standards of performance and expertise. This vision is to be maintained through on-going monitoring of all licensed providers and targeted action against those who breach standards. We envision an industry with;

- Strong enforcement delivering transformation of the industry.
- Improved levels of Training and Education.
- Reduced criminality.
- Full rollout of licensing to areas not yet licensed.

and a Private Security Authority with

- Sufficient resources to deliver services.
- Enhanced Service Delivery.

**Our values** which we will follow when conducting our business include;

- Working in partnership with our Industry and other relevant stakeholders to develop a regulatory framework from which licence holders and the general public will benefit.
- Providing excellent customer service to existing licence holders, new applicants for licences and consumers of private security services.
- Reducing costs.
- Conducting our business in a transparent, balanced and proportionate manner.
- Being a model employer by creating an environment in which staff can have adequate resources and develop the skills necessary to perform to the best of their ability and potential.
- Maintaining close working relationships with other bodies/organisations whose business or work is directly impacted by the Authority's remit.
- Providing a safer environment for the general public by ensuring that the potential for criminality within our industry is eliminated.

# Board of the Authority

<b>Noel Lappin</b>	Chairman
<b>Padraic Cafferty</b>	Employers Representative
<b>Alan Durnan</b>	Employers Representative
<b>John Garry</b>	Representative of the Minister for Justice
<b>Sean Heading</b>	Employee Representative
<b>Geraldine Kelly</b>	Legal Representative
<b>Eilish McCormack</b>	PSA Staff Representative
<b>Assistant Commissioner John O'Driscoll</b>	Representative of An Garda Síochána
<b>Richard O'Farrell</b>	Discretionary Non Defined Appointee
<b>David Smith</b>	Representative of the Minister for Education and Skills
<b>Christy Waters</b>	Employee Representative

## Senior Management Team

<b>Paul Scallan</b>	Chief Executive
<b>Peter O'Dwyer</b>	Chief Inspector
<b>Lisa Kelly</b>	Head of Licensing
<b>Siobhan Cleary</b>	Head of Qualifications and Standards
<b>Joe Duggan</b>	Head of Corporate Affairs

# Corporate Governance

The Board and the Chief Executive are committed to ensuring that the PSA acts at all times in accordance with best corporate practice. We strive to foster a positive culture of ethical behaviour and governance in delivering regulation. Corporate Governance within the PSA is guided by:

- Code of Practice for the Governance of State Bodies.
- Private Security Services Acts.
- PSA Board's Own Code of Conduct for Board Members.
- Public Financial Procedures/Public Procurement Procedures.
- Oversight Agreement between the Department of Justice and the PSA.

In addition to the above, the PSA complies with all other miscellaneous instructions on the matter of corporate governance that may from time to time be issued by the Department on behalf of the Department of Public Expenditure and Reform or other Government Departments thus ensuring that appropriate structures and processes are in place so that the highest level of corporate governance is maintained.

There are procedures in place to ensure that the members of the Board and the staff of the PSA, holding designated positions, comply with the provisions of the Ethics in Public Office Act and the Standards in Public Office Act. We encourage Board members, staff and others who may have concerns about how we conduct our business to engage with protected disclosure and anti-fraud regulations, as appropriate.

An Audit and Risk Committee of the Board reviews and assesses the financial operations of the PSA. The PSA is also subject to audit by the Department of Justice's Internal Audit Unit and by the Comptroller and Auditor General (C&AG). The Chief Executive is also supported by a PSA Audit Team. In 2020, the PSA also carried out an Internal Data Protection Audit and enacted a new Business Continuity Plan.

Procurement is undertaken in accordance with Public Procurement Guidelines in consultation with the Procurement Strategy Group within the Department of Justice as necessary and policies published by the Department of Finance and Department of Public Expenditure and Reform.

The Chief Executive is responsible to the Board for the performance of his duties and for providing it with such information in relation to the performance of those functions as prescribed by legislation. At each meeting, the Chief Executive provides the Board with a range of documents including a risk management report, financial statement, update on the progress and implementation of the Strategic Plan and Business Plan, and a report on the implementation of Board decisions.

During 2020, the Board paid particular attention to the impact of the pandemic on the delivery of our mandate and the effect of lockdown on the security industry.

The Board of the PSA met on 5 occasions during 2020. The table overleaf summarises the attendance at these meetings:



NAME	27/01/20	25/05/20	20/07/20	14/09/20	30/11/20
Noel Lappin**	√	√	√	√	√
Padraic Cafferty ***	√	√	χ	√	√
Alan Durnan* ** ***	√	√	χ	√	√
John Garry*	√	√	√	√	χ
Sean Heading ***	√	√	χ	√	√
Geraldine Kelly*	√	√	√	√	√
Eilish McCormack	√	√	χ	√	√
A/Comm John O'Driscoll	√	√	χ	√	√
Richard O'Farrell* ** ***	√	√	√	√	√
David Smith	χ	√	√	√	√
Christy Walters ***	√	√	χ	√	√

\* Members of the Audit and Risk Committee.

\*\* Members of the Resources/Strategy Committee

\*\*\* Members of the Certification Committee

The Audit and Risk Committee met 4 times in 2020. The activities of the committee included but was not limited to the following;

- Meeting with the Office of the Comptroller and Auditor General.
- Meeting with the Contracted Accountant for the PSA.
- A review of the 2019 Department of Justice's Internal Audit Report and the C&AG Report for 2019.
- Review of the 2019 Financial Statements.
- Review of 2019 Assurance Statements.
- Review System of Internal Control and Statement on Internal Control 2019.
- Review of the Authority Risk Action Plan and Risk Register.

The Committee reported on its activities at each Board meeting.

The Strategy Committee met in September and October to review the impact of the pandemic on the Strategic Plan. At its November meeting, the Board established a committee to examine the certification model for contractor licensing. The committee held its first meeting in January 2021.

Board members have access to the IPA's Governance Forum and members participated in a number of events and training courses during the year.

## 2020 at a Glance

**1,434**

Contractors Licensed  
At Years End  
(2019: 1,403)

**31,104**

Individuals Licensed  
At Years End  
(2019: 32,528)

**31 Licence Revoked**  
(2019: 26)

Training Portal  
launched for  
Training Providers

**€2,746,886**

Income from Fees  
(2019: €3,381,078)<sup>2</sup>

**687**

Enforcement Cases  
(2019: 847)

**12,062**

Applications Processed  
(2019: 14,775)<sup>2</sup>

**52 Staff**

(2019: 50)

<sup>2</sup> The reduction in fees and applications in 2020 reflects the cyclical nature of the two and three year licences.

# Strategic Plan 2019 To 2021

Our fourth Strategic Plan for the period 2019 to 2021, was launched in November 2018. The Plan seeks to;

- complete our licensing mandate.
- enhance the levels of professionalism in our industry.
- protect consumers and the public.
- build our relationships with our licence holders.

The Strategic Plan provided the framework under which we operated during 2020. Using the Plan, we developed a Business Plan for the year which provided the mechanism for delivering our strategic goals. **The key goals set out in the Strategic Plan are:**

**Goal 1: Completing the regulation of the Private Security Industry.**

**Goal 2: Ensuring our industry is compliant with licensing regulations.**

**Goal 3: Raising the levels of standards and qualifications in our industry.**

**Goal 4: Promoting the benefits of our industry.**

**Goal 5: Supporting our staff and enhancing our organisation.**

## 2020 at a Glance

<b>Goal 1: Temporary Security Guarding Licence in response to pandemic</b>
<b>Goal 2: Prosecution of contractor for operating without a licence</b>
<b>Goal 3: Development of Auditing Guidelines to facilitate remote audits</b>
<b>Goal 4: Communicating Covid-19 Guidelines to our Industry</b>
<b>Goal 5: Investment in Remote Working and Staff Wellbeing</b>



# PROGRESS AGAINST OUR GOALS

## Goal 1:

### Completing the regulation of the Private Security Industry.

Plans to extend licensing to employees in the Event Security sector were put on hold following the national lockdown in March. A new licensing date will be announced when a timeline for the reopening of the entertainment industry is known. The number of sectors regulated remained at 12 for contractors and 4 for employees.

### Business Licensing

With the lockdown of large segments of the security industry because of the pandemic one would have expected to see a decrease in contractor licences. This was not the case. The number of contractors holding licences increased from 1,403 at the start of the year to 1,434 on the 31st December 2020. This shows the confidence within the private security industry for future business and employment prospects as we move out of the pandemic.

The number of licences in circulation at the end of the year was 1,760, up from 1,729 at the end of 2019. The difference between the number of licences in circulation and the number of contractors licensed is accounted for by contractors having licences in multiple sectors.

	2017	2018	2019	2020
DOOR SUPERVISOR (EVENT SECURITY)	43	39	38	36
DOOR SUPERVISOR (LICENSED PREMISES)	49	52	48	48
LOCKSMITH	162	187	220	224
PRIVATE INVESTIGATOR	110	115	108	107
SECURITY GUARD (ALARM MONITOTRING)	36	34	34	36
SECURITY GUARD (CCTV MONITORING)	29	28	29	31
SECURITY GUARD (EVENT SECURITY)	49	46	47	49
SECURITY GUARD (STATIC)	192	190	184	184
INSTALLER ELECTRONIC SECURITY	930	973	1,017	1,041
CASH IN TRANSIT	6	5	4	4
TOTAL	1,606	1,669	1,729	1,760

Table 1 Comparison of Number of Licences Issued for each sector in the years 2017 to 2020

Despite the pandemic, renewals remained strong with 93% of contractors who were scheduled to renew during the year doing so. The instalment plan that we introduced for contractors in response to the pandemic played a significant part in maintaining the renewal rate. Though as the year went on an increasing number of contractors were missing their instalment dates and by end of the year there were 16 contractors in arrears. This will be an area of concern in 2021 and there may be a risk of some contractors losing their licence. We will continue to provide support to those contractors who try to meet their instalment arrangements.

Almost 60% of contractors operate in the Electronic Security sectors comprising of Access Control, CCTV and Intruder Alarm. Locksmiths are the next largest group (13%), followed by Security Guard (Static) at 10%.

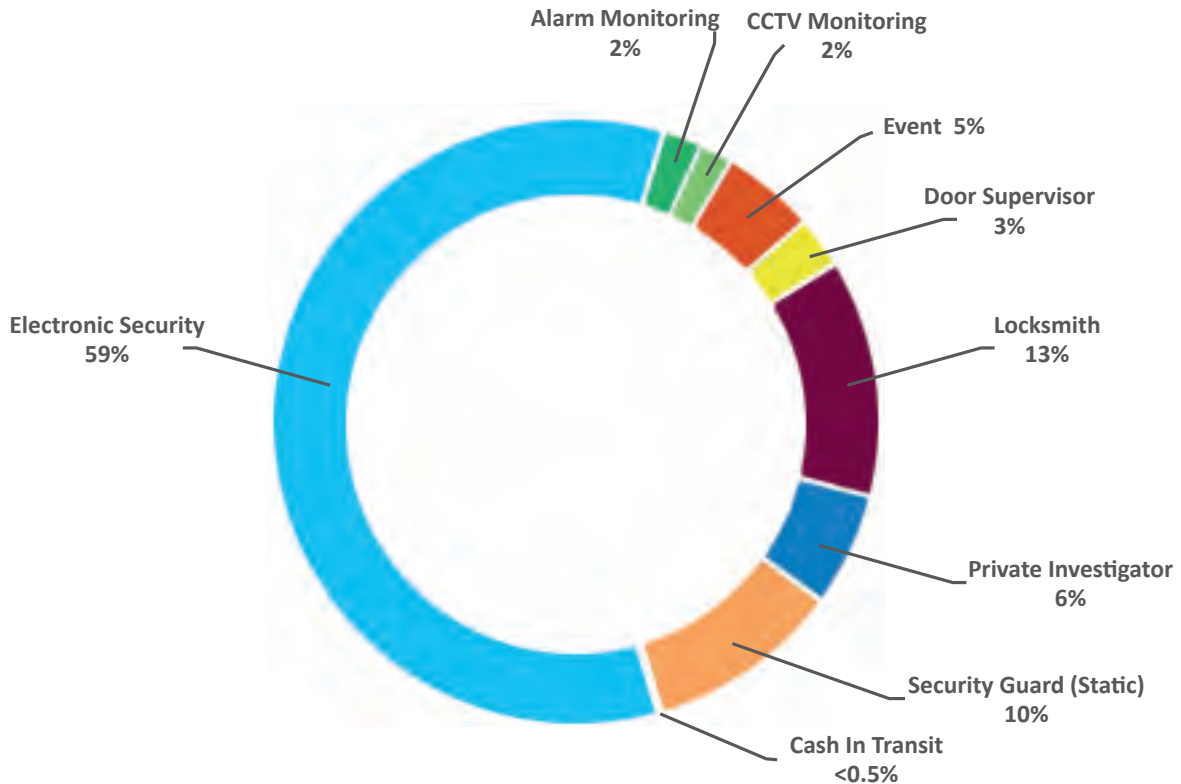


Figure 1: Overview of Contractor licences by sector

683 contractor applications were received during the year a decrease of 180 from 863 in 2019. The decrease can be accounted for by the two year licence cycle with 2020 having lower renewal numbers. 116 of the applications received were from first licence applicants, down 68 on 2019. The drop is most likely attributable to the uncertainty within the industry around Covid-19. A further 5 applications were received to add a sector(s) to an existing licence.

## Licence Renewals

553 of the 595 contractors who were scheduled to renew their licence during the year had done so by the end of the year. The non-renewal rate rose slightly from 6% in 2019 to 7% in 2020.

## Refusals and Rejections

8 of the 683 applications received during the year were rejected. 6 of these were subsequently lodged as valid applications. 8 applications were refused as the applicant failed to meet the requirements of licensing. 2 contractors appealed decisions made by the PSA to the Private Security Appeal Board in 2020.

2 contractors withdrew their application prior to the PSA making a final determination on their application. Contractors tend to withdraw their application in advance of a refusal decision in order to obtain a refund of the licence fee.

## Private Security Appeal Board

2 appeals were lodged with the Appeal Board during 2020. The Appeal Board upheld the PSA's decision in 1 case and the other appeal was withdrawn by the appellant. There were no cases awaiting decision at the end of 2020.

## Temporary Licences

Temporary licences are issued to new contractors in the CCTV and Intruder Alarms areas of the Electronic Security sector so that contractors can install systems for the purpose of obtaining the standards required for licensing. At the end of the year, there were 51 temporary licences in circulation, an increase of 4 on the same period last year.

## Licence Fees

€1,353,548 was received in contractor licence fees in 2020 compared to €1,429,237 in 2019 and €1,392,483 in 2018 (the comparable year in the 2 year licence cycle).

Year	Turnover
2017	€710,155,000
2018	€751,123,050
2019	€781,555,000
2020	€858,923,000

**Table 2 Contactor Turnover recorded on licence applications 2017 to 2020**

Table 2 above shows the continued growth of the security industry in recent years. As turnover figures are at least 12 months old in most cases, the full impact of the pandemic has not yet been recorded though there has been a sharp drop in turnover in the Door Supervisor and Event Security sectors. All other sectors recorded an increase in turnover during the period.



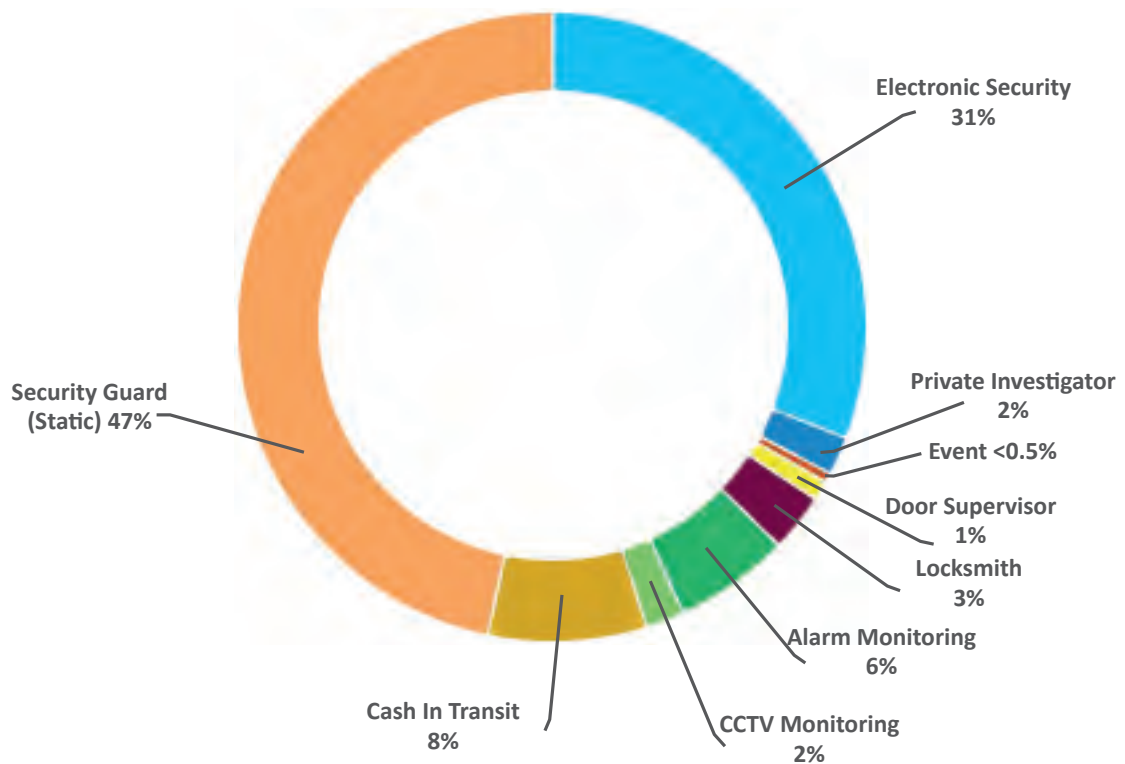


Figure 2: Overview of contractor turnover by sector in 2020

## Employee Licensing

There were 31,104 individual licence holders at the end of December, down 1,354 on 2019. The number of sectoral licences fell from 42,555 to 40,134, a drop of 2,421, with over 1,700 of the fall been accounted for by the Door Supervisor (Licensed Premises) sector.

	2017	2018	2019	2020
DOOR SUPERVISOR (LICENSED PREMISES)	11,653	14,231	13,759	11,966
SECURITY GUARD (STATIC)	23,860	27,902	26,921	26,390
SECURITY GUARD (MONITORING CENTRE)	n/a	351	583	673
CASH IN TRANSIT	1,034	1,227	1,292	1,105
<b>TOTAL</b>	<b>36,547</b>	<b>43,711</b>	<b>42,555</b>	<b>40,134</b>

Table 3 Comparison of Number of Licences Issued for each sector in the years 2017 to 2020

The impact of the pandemic is most notable in the Door Supervisor sector and to a lesser extent in the Cash-in-Transit area. Prior to Covid-19 we would have expected a bigger drop in Security Guard (Static) numbers but the pandemic saw an increased demand for security guarding services.



Before the emergence of the Covid-19 crisis, we were scheduled to licence employees in the Event Security sector from March 2020. We had developed a temporary licence facility as part of the licensing regime for the sector. 110 applications were received through the facility and licences were prepared for issuing when we postponed the licensing of the sector because of the pandemic. 45 of the applicants opted to withdraw their application and receive a refund while the remaining 65 have decided to wait for the new licensing date.

We used the temporary licence facility to support the sector in meeting the demand for guarding services during the Covid-19 restrictions. We processed over 300 applications and 198 of which resulted in licences issuing. The main reason for the non-issue of licences in the remaining applications was the failure to complete the Garda Vetting process.

## Licence Fees

Individual licence fees were €1,393,338 compared to €1,951,841 in 2019 and €1,124,893 in 2018. The fees in the last comparable year in the 3 year licence cycle, 2017, were €1,831,547. The sharp fall in income when compared against 2017 can be attributed to the pandemic, with the sharp fall in Door Supervisor licences and the reduction in first time applications numbers.

## Licence Applications

We received 11,379 individual licence applications during the year comprising of 6,150 renewals and 4,176 first time applications together with a further 1,053 (9%) applications which were rejected for a variety of reasons including insufficient supporting documentation, incorrectly completed documentation and absence of payment. Many rejected cases are re-lodged as valid applications.

We have in recent years made great strides in reducing the volume of rejections from 17% in 2016 to 9% last year. This has been achieved through the move from paper based to online applications and we hope to continue this progress.

## Refusals and Appeals

We refused 98 applications in 2020, up from 60 in 2019, an increase of 61%. The main reasons for refusing applications was failure to participate in the Garda vetting process or as a result of convictions disclosed by the Garda Vetting process.

There were 13 appeals against our decisions to the Private Security Appeal Board in 2020 together with 7 appeals on hand from 2019. By the end of the year, the Appeal Board had adjudicated on 16 appeals, upholding our decision in 13 cases and overturning our decision in 3. Three appeals were withdrawn leaving one appeal on hands at the end of 2020.

## Garda Vetting

All applicants for a licence are vetted through the National Vetting Bureau of An Garda Síochána and the results assessed against our Fit and Proper Guidelines. During 2020 we moved from a 5 year vetting cycle to a three year cycle. As a result, all licence holders are vetted at least once every three years.

## Goal 2:

### Ensuring our industry is compliant with licensing regulations.

We expanded our inspectorate at the start of the year with the intention of increasing our compliance activity across the country. The arrival of the Covid-19 restrictions severely impacted on our enforcement work with all face to face inspection ceasing in March. Our inspectors commenced remote inspections of contractors and surveillance work was undertaken where intelligence reports indicated possible unlicensed activity.

We received 385 intelligence reports during the year compared to 437 in 2019. All reports are assessed by our compliance team and selected for action as appropriate.

155 of the cases received were not investigated for a variety of reasons the most common being that they had been investigated previously, the intelligence received was not sufficient or because the contractor was already licensed. Where we do not investigate intelligence reports, the intelligence is retained and if further reports on the same matter are received, they are reviewed to determine if an investigation should commence. The remaining 230 intelligence reports formed part of the 687 enforcement cases opened during the year.

570 of the 687 enforcement cases in 2020 were completed by the end of the year. In 407 (71%) of these cases we identified some form of non-compliance with the licensing requirements. While most were minor breaches and no further action was taken following rectification of the breach in 74 (13%) cases some form of sanction was warranted. These actions ranged from revocation of the licence and refusal of an application down to the issuing of an advice notice.

We had one prosecution on foot of an investigation which found that an unlicensed security contractor was providing a security guarding service in Strokestown, Co Roscommon in December 2018. The company, GS Agencies Ltd of Portadown, Co. Armagh was fined €500 for each of six breaches of the Private Security Services Act and costs of €7,500 were awarded against the company.



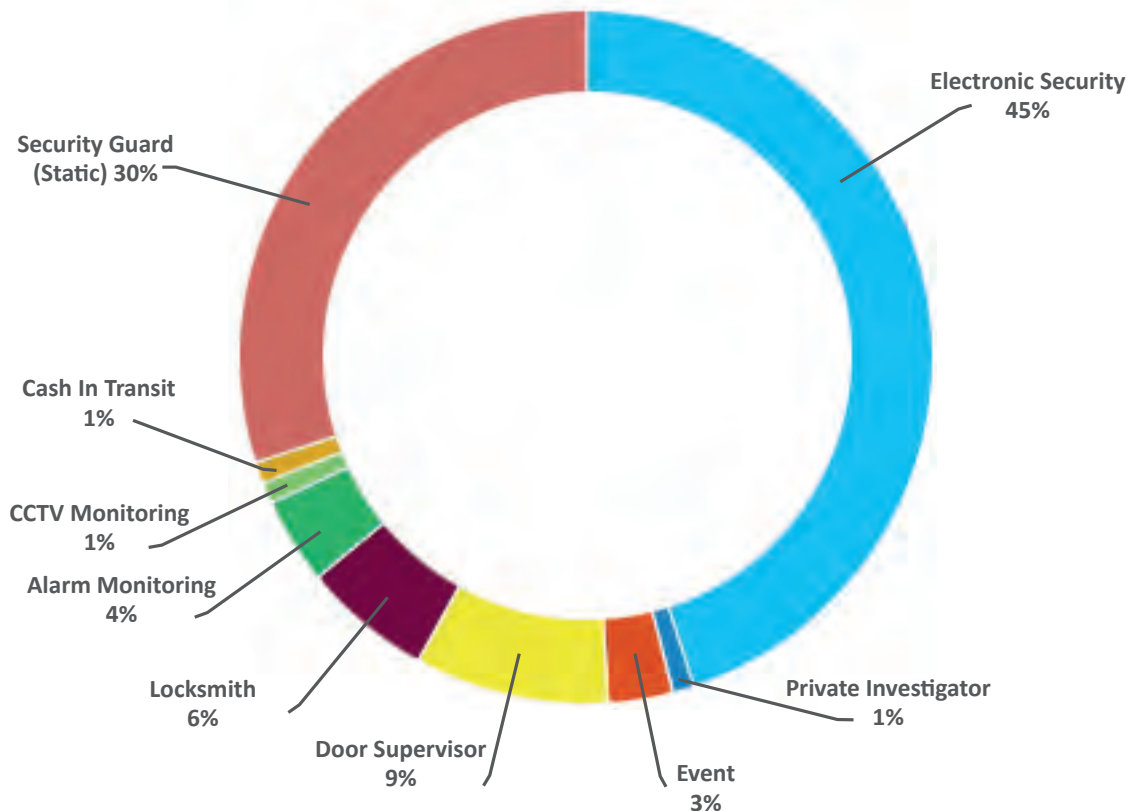


Figure 3: Overview of enforcement cases by sector in 2020

During 2020 audits for PSA 31:2019, the standard for new entrants into the Door Supervisor, Event Security and Security Guarding sectors, transferred from external certification bodies to our inspectors. This was the first step in bringing the certification process under the direct control of the PSA.

## Buyers of Security

In 2020, we commenced 198 investigations of buyers of security to ensure that licensing requirements were being met. Ensuring that buyers of security services only engage the services of licensed private security contractors and individuals is a very important aspect of our compliance work. 91% of buyers were found to be compliant with the licensing regulations while in the remaining 18 cases the buyer terminated the contract of their provider and switched to a licensed provider.

## Individual Compliance

In 2020, 115 unannounced compliance inspections on licensed premises, retail outlets and a range of other businesses were carried out across the country. The focus of the inspections was to ensure that those employed providing security services are licensed and comply with the requirement to wear ID badges. 99% of those encountered were licensed and found to be wearing their ID badge.

## Compliance Actions

Our legislation provides us with a range of actions which we can take against licence holders who breach the licensing regulations, including prosecution, revocation or suspension of licence or the issuing of an enforcement notice.

As mentioned earlier, 1 contractor was prosecuted in 2020 while another 7 contractors and 24 employees had their licence revoked. 6 employees had their licence suspended for a period and a further 28 enforcement notices were issued against licence holders.

We examined 16 complaints under Section 39 of the Private Security Services Act during the year in addition to 2 carried over from 2019. Section 39 provides a mechanism by which a person may make a formal complaint against a licence holder. In 4 cases the complainant did not proceed with the case and in 9 cases the complaint was not upheld by the PSA. There were 5 cases still under enquiry at year end.

Action	2018	2019	2020
Advice	6	1	1
Caution	5	5	8
Warning	18	30	13
Reprimand	1	3	6
Suspension	10	2	6
Revocation	36	25	31
Prosecution	2	2	1

Table 4 Summary of Enforcement Actions taken in 2020



## Goal 3:

### Raising the levels of standards and qualifications in our industry.

The focus of our Standards and Qualifications Unit shifted from dealing with standards and training matters to supporting the security industry in interpreting Government guidelines and public health advice. All regular work was suspended for a period as the Unit concentrated on dealing with the large volume of enquiries received from licence holders. Between March and June, the Unit saw more than a trebling in the volume of queries received with over 1,000 enquiries relating to the pandemic. As a result, the timelines set out in our Strategic Plan have had to be pushed out and this will lead to delays to the introduction of licensing in some areas.

Training courses and certification audits were suspended in March as were our inspections of training providers. Some training providers developed online training courses which were assessed by the PSA. While this new format for the delivery of courses is still in its infancy it has the potential to provide new options for trainers, learners and the PSA.

Our relationship with the training providers continues to improve with the use of a new training portal to help gather information around courses, participants and course results was introduced in September 2020.

Publication of the technical standard for Access Control was put on hold as the Electronic Security sector complied with the lockdown. The time was used to review the document against European standards. Following consultations with the Locksmith representative bodies and a public consultation, we made changes to the standard for Locksmiths (PSA 55) to take account of issues that had arisen since the introduction of licensing in that sector. It is planned to issue the revised standard during 2021.

Training requirements for the licensing of employees in the Private Investigator sector has been finalised and the course contents are now being considered. A date for the introduction of licensing for employees and operatives in the sector will be announced during 2021.

Auditing guidelines were produced to allow for remote audits in Security Guarding and Alarm/CCTV Monitoring, two sectors which continued to operate during the lockdown. We also issued guidelines for the auditing of temporary licence holders in the Electronic Security sectors so that they could obtain a full licence. Towards the end of the year we recommenced work on the licensing of security consultants with the aim of licensing the sector in 2021.

## Goal 4:

### Promoting the benefits of our industry.

Engagement with our licence holders, industry stakeholders, their clients and the wider public continued during 2020. The pandemic brought an increased demand for timely communications from our licence holders and we endeavoured to do our best in that regard. We liaised with the Department of Justice to ensure that our communications were accurate and up to date. We recognised that our message was not always welcome but the priority at all times was the health and welfare of licence holders and the public.

Our normal communications programme continued but at a reduced level. We ran a number of public information campaigns across radio, newspapers and trade magazines focusing attention on areas where we identified a need for engagement.

With the support of the Department of Justice, we started building a new website which will provide us with a social media channel. This will be launched in 2021 and will allow us to increase awareness of the benefits of a regulated security industry and to promote our industry on social media.

We published 5 editions of our e-zine “PSA Watch” during the year. The e-zine continues to be an effective way for providing information on key events, important updates and significant industry announcements to interested parties.

In 2020 we published the PSA Research Report which was carried out by Amárach Research. The Report comprised of two surveys, the first focused on our licensed contractors and how they viewed regulation while the second aimed to gauge public awareness of licensing. The research involved 8 in-depth interviews with licensed contractors, an email survey of 460 licensed contractors and an online panel survey of 1,043 members of the public. This report, which can be found on our website was the first professionally conducted research of its kind to be undertaken by the PSA. It provides an important benchmark which can be used to inform strategy and policy development and can provide a foundation for further research in the future.



## Goal 5:

### Supporting our staff and enhancing our organisation.

Our staff are our greatest strength and this was underlined when the Covid-19 pandemic hit in March. They quickly responded to the ever changing environment and ensured that we continued to deliver on our mandate. Staff adapted to new work practices and continued to deliver a professional service while working from home.

One of the biggest transformations in our organisation was the sudden onset of remote working and the immediate requirement for mobile devices and office furniture. Each staff member had to be assessed to enable them to work safely and productively from home. A Covid-19 Response Plan was put in place which saw the PSA building in Tipperary Town kitted out to meet the requirements of the public health advice and to ensure that our services could continue to operate.

The new work environment led to an increased focus on staff wellbeing and training. Our staff took part in a range of online training, seminars and wellbeing events during the year. We engaged a mindfulness coach who provided information on mindfulness, positive psychology, time management and self-care which was very popular with staff and we will continue to invest in the development and wellbeing of our staff.

During the year, our workforce increased from 50 (FTE<sup>3</sup> 45.82) to 52 (FTE 48.42) to meet the resource requirements set out in our Strategic Plan. This included a new inspector which brings the number of inspectors to 6.

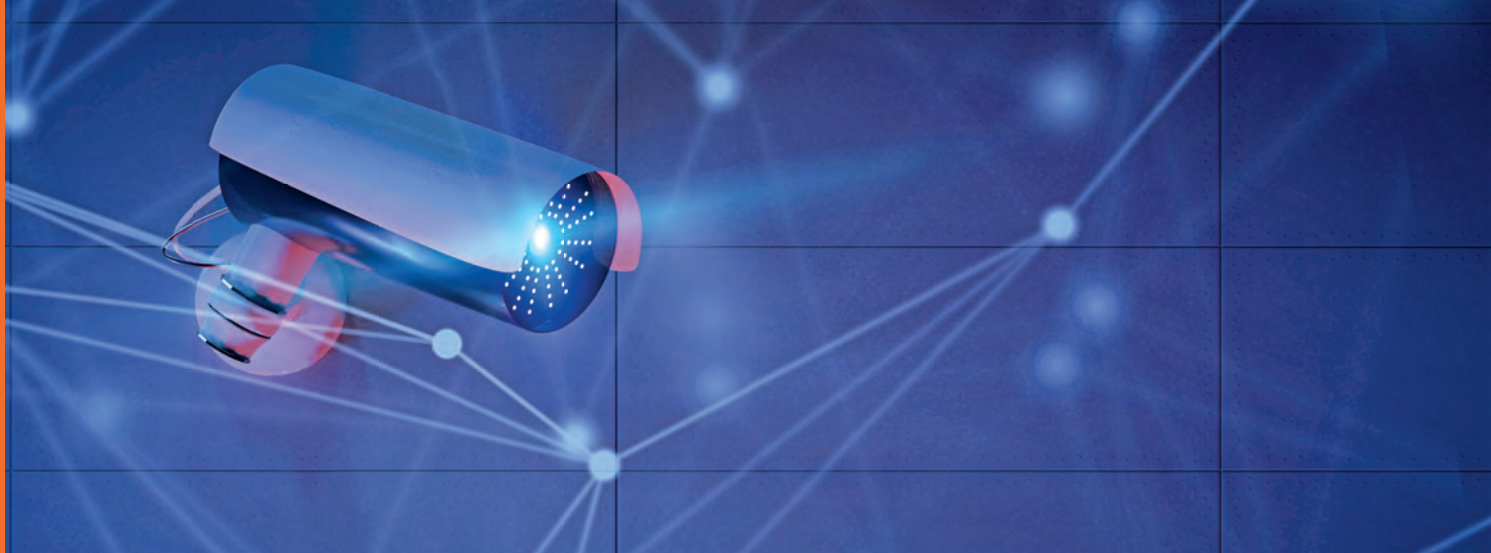
### Data Protection

Our Data Protection Officer (DPO) dealt with 7 subject access requests and 3 low level data breaches in 2020. In addition, we received 39 requests for information under Section 41(B) of the Data Protection Act 2018 for use in “preventing, detecting or investigating criminal offences, apprehending or prosecuting offenders”.

The DPO also conducted an internal audit of our data protection procedures and issued guidance to staff on our data protection policies.

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<sup>3</sup> During the year, our workforce increased from 50 (FTE 45.82) to 52 (FTE 48.42).





# OUR FINANCIAL STATEMENTS

## Financial Statements

## Private Security Authority

For the year ended 31 December 2020

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# Governance Statement And Board Members' Report

The Board of the Private Security Authority (PSA) was established under the Private Security Services Act 2004. The current Board was appointed in November 2017 for a term of four years. The functions of the Board are set out in Section 8 of the Acts.

The Board is accountable to the Minister for Justice and an Oversight Agreement for the period 2020 to 2022 together with a Performance Delivery Agreement for 2020 were in place with the Minister's Department. These agreements define the relationship between the PSA and the Department and sets out agreed goals and objectives for the year.

The Board is responsible for ensuring good governance and performs this task by setting strategic objectives and targets and taking strategic decisions on all key business issues. In November 2018, the Board published its Strategic Plan for the Period 2019 - 2021. The regular day-to-day management, control and direction of the PSA are the responsibility of the Chief Executive Officer (CEO) and the senior management team. The CEO and senior management team follow the broad strategic direction set by the Board, and ensure that all Board members have a clear understanding of the key activities and decisions related to the PSA, and of any significant risks likely to arise. The CEO acts as a direct liaison between the Board and management of the PSA.

## Board Responsibilities

The work and responsibilities of the Board are set out in the Private Security Services Acts. Board Members are committed to ensuring that they act in accordance with best governance practice. In addition to the Code of Practice for the Governance of State Bodies, Board members must further adhere to the following PSA documents;

- General Governance Guidelines,
- Code of Business Conduct,
- Ethics in Public Office,
- Protected Disclosures Policy,
- Compliance with Non-Disclosure provisions of the Private Security Services Act 2004 and 2011.

Standing items on the agenda of Board meeting include:

- Declaration of Interests,
- Minutes of meeting,
- Committee reports,
- Financial reports/Management accounts,
- Risk Register,
- Annual Business Plan and Strategic Plan updates.

At Board meetings, the CEO provides regular updates on operational matters, the implementation of Board policy, budgetary matters and any other issues of relevance.

Section 4 of Schedule 1 of the Private Security Services Acts requires the CEO, under the direction of the Board, to keep, in such form as may be approved by the Minister for Justice with the consent of the Minister for Public Expenditure and Reform, all proper and usual accounts of money received and expended by it.

The Board is responsible for keeping adequate accounting records which disclose, with reasonable accuracy at any time, its financial position. The Board is responsible for preparing the financial statements and in preparing these statements, the Board is required to:

- select suitable 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 it will continue in operation, and
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.

The Board is responsible for approving the annual business plan and budget and this takes place each year at the January Board meeting.

A Board Evaluation of Performance was not undertaken in 2020 as the Board focussed on the implementation of the recommendations from the 2019 External Evaluation.

The Board is also responsible for safeguarding its assets and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.



## Board Structure

The current board was appointed by the Minister for Justice on the 9th November 2017. The list of Board members at 31st December 2020 is as follows;

<b>Noel Lappin</b>	Chairman
<b>Padraic Cafferty</b>	Employers Representative
<b>Alan Durnan</b>	Employers Representative
<b>John Garry</b>	Representative of the Minister for Justice
<b>Sean Heading</b>	Employee Representative
<b>Geraldine Kelly</b>	Legal Representative
<b>Eilish McCormack</b>	PSA Staff Representative
<b>A. Commissioner John O'Driscoll</b>	Representative of An Garda Síochána
<b>Richard O'Farrell</b>	Discretionary Non Defined Appointee
<b>David Smith</b>	Representative of the Minister for Education and Skills
<b>Christy Waters</b>	Employee Representative

The Board met on 5 occasions in 2020, 4 of these meetings were by video conferencing. The table below summarises the attendance at these meetings:

NAME	27/01/20	25/05/20	20/07/20	14/09/20	30/11/20
Noel Lappin	√	√	√	√	√
Padraic Cafferty	√	√	χ	√	√
Alan Durnan	√	√	χ	√	√
John Garry	√	√	√	√	χ
Sean Heading	√	√	χ	√	√
Geraldine Kelly	√	√	√	√	√
Eilish McCormack	√	√	χ	√	√
A/Comm John O'Driscoll	√	√	χ	√	√
Richard O'Farrell	√	√	√	√	√
David Smith	χ	√	√	√	√
Christy Walters	√	√	χ	√	√

## Audit and Risk Committee

The Audit and Risk Committee met on 4 occasions in 2020 and on one occasion met with a Senior Auditor from the Office of the Comptroller and Auditor General (without the PSA Executive). The members of the Committee are Geraldine Kelly (Chairperson), John Garry, Alan Durnan and Richard O’Farrell. The Secretary to the Audit and Risk Committee is Pat Gooley.

The role of the Audit and Risk Committee (ARC) is to support the Board in relation to its responsibilities for the issues of risk, control and governance and associated assurance. The ARC is independent from the financial management of the organisation. In particular, the ARC ensures that the internal control systems including audit activities are monitored actively and independently. The ARC reports to the Board at each meeting, formally and in writing.

## Board Members Fees

Fees of €58,140 were paid to board members in 2020 (2019: €58,140) as follows:

Board Member	2020 €	2019 €
Noel Lappin	11,970.00	11,970.00
Padraic Cafferty	7,695.00	7,695.00
Alan Durnan	7,695.00	7,695.00
Sean Heading	7,695.00	7,695.00
Geraldine Kelly	7,695.00	7,695.00
Richard O’Farrell	7,695.00	7,695.00
Christy Waters	7,695.00	7,695.00
Eilish McCormack		--
David Smith		--
John O’Driscoll		--
John Garry		--

### Disclosures required by Code of Practice for the Governance of State Bodies (2016)

The Board is responsible for ensuring that the PSA has complied with the requirements of the Code of Practice for the Governance of State Bodies (“the Code”), as published by the Department of Public Expenditure and Reform in August 2016. The following disclosures are required by the Code.

## Employee Short-Term Benefits

<b>Employee Short-Term Benefits Breakdown in excess of €60,000</b>				
<b>Range of Total Employee Benefits</b>		<b>Number of Employees</b>		
<b>From</b>	<b>To</b>	<b>2020</b>	<b>2019</b>	
€60,000	- €69,999	3	3	
€70,000	- €79,999	1	2	
€80,000	- €89,999	1	1	
€90,000	- €99,999	0	0	
€100,000	- €110,000	1	1	

	<b>2020</b>	<b>2019</b>
	<b>€</b>	<b>€</b>
<b>Consultancy Costs</b>		
- Consultancy services	<b>13,501</b>	<b>94,061</b>
- Public relations/marketing	<b>119,948</b>	<b>223,807</b>
- Other	<b>20,915</b>	<b>30,399</b>
<b>Legal Costs</b>		
- Legal fees	<b>22,946</b>	<b>13,346</b>
- Legal advice	<b>11,809</b>	<b>11,471</b>
<b>Hospitality</b>		
- Hospitality	<b>3,001</b>	<b>920</b>
<b>Travel and Subsistence Expenditure</b>		
- Board Members Domestic Travel	<b>227</b>	<b>2,348</b>
- Board Members International Travel	<b>Nil</b>	<b>Nil</b>
- Employees Domestic Travel	<b>47,580</b>	<b>101,657</b>
- Employees International Travel	<b>Nil</b>	<b>6,520</b>
<b>CEO Salary/Travel and Subsistence</b>		
- Salary	<b>103,126</b>	<b>101,498</b>
- Travel/Subsistence	<b>1,797</b>	<b>7,872</b>

## Statement of Compliance

The Board has adopted the Code of Practice for the Governance of State Bodies (2016) and has put procedures in place to comply with the Code. The PSA will continue to adopt the Code of Practice for the Governance of State Bodies and will take into account any items of non-compliance identified by respective auditors going forward.

**Mr. Paul Scallan**  
Chief Executive:



Date: 31st May 2021

**Mr. Noel Lappin**  
Chairperson:



Date: 31st May 2021



## STATEMENT ON INTERNAL CONTROL

### Scope of Responsibility

On behalf of the Board of the Private Security Authority (PSA) and in accordance with the requirements of the 2016 Code of Practice for the Governance of State Bodies (the “Code”), I wish to acknowledge the Board’s responsibility for ensuring that an effective system of internal control is maintained and operated by the PSA.

### Purpose of System of Internal Control

The system of internal control is designed to manage risk to a tolerable level rather than eliminate it. It can therefore only provide reasonable and not absolute assurance that a loss or error will not occur. The current system of controls has developed over many years and been subject to continuous review by the Board of the PSA. The current Board was appointed in November 2017.

### Risk Management

The Audit and Risk Committee of the Board (ARC) met four times in 2020. It comprises of four Board members one with financial expertise and one of whom is Chair. A member of the Executive acts as Secretary.

The Department of Justice Internal Audit Unit provide internal audit services to the Authority. The work programme is agreed between the Unit, the ARC and Executive.

The risk management policy is continually reviewed by the ARC and a risk report is presented at each meeting of the ARC and Board.

### Risk and Control Framework

The PSA has implemented a risk management system which identifies and reports key risks and the management actions being taken to address and, to the extent possible, to mitigate those risks. During 2020, we developed a Risk Appetite Statement which will help strengthen the control measures already in place.

A risk register is in place which identifies the key risks facing the PSA and these have been evaluated and graded according to their significance. The register is reviewed and updated (by the PSA Executive), considered by the Audit and Risk Committee and reviewed at PSA Board Meetings. The outcome of these assessments is to ensure risks are managed to an acceptable level.

The risk register details the controls and actions needed to mitigate risks and responsibility for operation of controls assigned to specific managers. The control environment includes the following;

- procedures for all key business processes have been documented,
- financial responsibilities have been assigned at management level with corresponding accountability,
- there is an appropriate budgeting system with an annual budget which is kept under review by the Board and senior management,
- there are systems aimed at ensuring the security of the information and communication technology systems,
- there are systems in place to safeguard the assets.



## Ongoing Monitoring and Review

All control processes are monitored by senior management. Control deficiencies are reported and discussed at management meetings. The Board is kept informed by the Chief Executive's report at each Board meeting and the Risk Register of relevant matters. In addition, the Chief Executive has an audit team who undertake periodic checks across all aspects of the business. I confirm that the following ongoing monitoring systems are in place:

- Key risks and related controls have been identified and processes have been put in place to monitor the operation of those key controls and report any deficiencies,
- Reporting arrangements have been established at all levels where responsibility for financial management has been assigned and
- There are regular reviews by senior management of periodic and annual performance and financial reports which indicate performance against budgets/forecasts.

## Procurement

During 2020, the PSA complied with current procurement rules and guidelines and adhered to the Department of Justice guidelines on the payment of invoices.

## Covid 19 Pandemic

The onset of the Covid-19 pandemic in early 2020 did result in some changes to the working and control environment with remote and virtual working becoming the norm in the Private Security Authority. As a result, the Authority introduced a number of procedural and control changes. Under the Authority's risk and control framework, management carried out a full risk assessment of the Covid-19 impact on the control environment. We confirm that the controls both existing and those introduced as a result of Covid-19 continue to be effective.

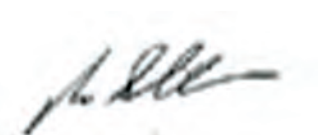
## Review of Effectiveness

The current Board of the Authority was appointed in November 2017. The Audit and Risk Committee was appointed at the first meeting of the Board in December 2017. A review of the internal controls in place in 2020 was completed by the Audit and Risk Committee in 2021.

## Internal Control Issues

No weaknesses in internal control were identified in relation to 2020 that require disclosure in the financial statements.

**Mr. Paul Scallan**  
Chief Executive:



Date: 31st May 2021

**Mr. Noel Lappin**  
Chairperson:



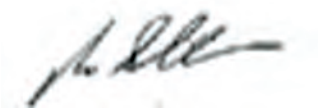
Date: 31st May 2021

## STATEMENT OF INCOME AND EXPENDITURE AND RETAINED REVENUE RESERVES FOR THE YEAR ENDED 31 DECEMBER 2020

	Notes	€	2020 €	2019 €
<b>INCOME</b>				
Oireachtas Grant	2		3,285,045	3,324,885
Licence Fees	3		2,685,453	3,288,779
Inspectorate	16		800	1,854
			<b>5,971,298</b>	<b>6,615,518</b>
Transfer from/(to) Capital Account	9		74,782	(31,390)
			<b>6,046,080</b>	<b>6,584,128</b>
<b>EXPENDITURE</b>				
Staff Costs	4	2,488,897		2,324,693
Administration	5	864,308		969,887
Total Expenditure		<b>3,353,205</b>		3,294,580
Surplus for the year before remittances			2,692,875	3,289,548
Remitted to the Department of Justice	3		(2,643,000)	(3,445,654)
<b>Surplus/(Deficit) for the year</b>			<b>49,875</b>	<b>(156,106)</b>
<b>Surplus brought forward</b>			<b>52,588</b>	<b>208,694</b>
<b>Surplus at 31 December</b>			<b>102,463</b>	<b>52,588</b>

The Statement of Income and Expenditure and Retained Revenue Reserves includes all gains and losses recognised in the year. The statement of cash flows and notes 1 to 17 form an integral part of these financial statements

Mr. Paul Scallan  
Chief Executive:



Date: 31st May 2021

Mr. Noel Lappin  
Chairperson:



Date: 31st May 2021

## STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2020

	Notes	€	2020 €	2019 €
<b>TANGIBLE ASSETS</b>				
Property, plant and equipment	6		137,279	212,061
<b>CURRENT ASSETS</b>				
Receivables	7	9,375		9,385
Bank and cash		96,971		54,225
Inventory		12,429		5,290
			118,775	<u>68,900</u>
<b>CURRENT LIABILITIES</b>				
Payables	8		16,312	<u>16,312</u>
<b>NET CURRENT ASSETS</b>				
			<u>102,463</u>	<u>52,588</u>
<b>TOTAL NET ASSETS</b>				
			<u><u>239,742</u></u>	<u><u>264,649</u></u>
<b>LONG TERM LIABILITIES</b>				
Capital Account	9		137,279	212,061
Income and Expenditure and Retained Earnings			<u>102,463</u>	<u>52,588</u>
			<u><u>239,742</u></u>	<u><u>264,649</u></u>

The statement of cash flows and notes 1 to 17 form an integral part of these financial statements

Mr. Paul Scallan  
Chief Executive:



Date: 31st May 2021

Mr. Noel Lappin  
Chairperson:



Date: 31st May 2021

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 DECEMBER 2020

	2020	2019
	€	€
<b>Cash flows from operating activities</b>		
Operating surplus/(deficit) for year	49,875	(156,106)
Depreciation of Tangible Assets	81,356	59,052
Transfer to Capital Account	(74,782)	31,390
Decrease/(Increase) in Inventory	(7,139)	(135)
(Increase)/Decrease in Receivables	10	(174)
Increase /(Decrease) in Payables	-	700
	<hr/>	<hr/>
<b>Net cash inflow from operating activities</b>	<b>49,320</b>	<b>(65,273)</b>
<b>Cash flows from investing activities</b>		
Payments to acquire property, plant and equipment	(6,574)	(90,442)
	<hr/>	<hr/>
<b>Increase/(Decrease) in cash and cash equivalents</b>	<b>42,746</b>	<b>(155,715)</b>
	<hr/>	<hr/>
<b>STATEMENT OF CHANGES IN NET FUNDS</b>		
	2020	2019
	€	€
Net funds at 1 January	54,225	209,940
Net funds at 31 December	96,971	54,225
	<hr/>	<hr/>
Increase/(Decrease) in Cash	42,746	(155,715)
	<hr/> <hr/>	<hr/> <hr/>

Notes 1 to 17 form an integral part of these financial statements

Mr. Paul Scallan  
Chief Executive:



Date: 31st May 2021

Mr. Noel Lappin  
Chairperson:



Date: 31st May 2021

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

### 1. STATEMENT OF ACCOUNTING POLICIES

The basis of accounting and significant accounting policies are set out below. They have all been applied consistently throughout the year and for the preceding year.

#### A. GENERAL INFORMATION

The Private Security Authority was set up under the Private Security Services Act 2004, with a head office in Tipperary town. The Private Security Authority is a Public Benefit Entity.

#### B. BASIS OF ACCOUNTING

These financial statements have been prepared in accordance with the accounting policies set out below and in accordance with generally accepted accounting principles under the historical cost convention and in the form approved by the Minister for Justice.

#### C. LICENCE FEES

Licence fees are recognised as income in the period they are received. The fees collected are remitted monthly to the Department of Justice on a monthly basis. A liability is not recognised for fees received in the last month of the accounting year and remitted to the Department in the subsequent year.

#### D. OIREACHTAS GRANTS

These are accounted for on a cash received basis. Oireachtas grants comprise funds provided to the Authority by the Vote of the Department of Justice through the direct payment by the Department of salary and administration costs.

#### E. PROPERTY, PLANT AND EQUIPMENT AND DEPRECIATION

Property, plant and equipment 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 & fittings	10%
IT Equipment	20%
Online renewal system	20%
Office Equipment	20%

## 2. OIREACHTAS GRANT

Sub-Head B16 of Vote 24 – Justice  
- for pay and general administration costs

2020	2019
€	€
3,285,045	3,324,885

## 3. LICENCE FEES

The licensing cycle is a two-year cycle for contractors, and a three-year cycle for individuals, with the majority of contractors falling due for renewal in year 1 and the majority of individuals falling due for renewal in year 2 of the 3 year cycle. 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.

### Remittance to the Department of Justice

Licence fees received in prior period due to be remitted as at start of year

Bank charges in the year

Licence fee income in the year

Inspectorate Income

Remitted to the Department of Justice

Amount due to be remitted at end of year

2020	2019
€	€
54,088	209,881
(631)	(772)
2,685,453	3,288,779
800	1,854
<b>(2,643,000)</b>	<b>3,445,654</b>
<b>96,710</b>	<b>54,088</b>

## 4. STAFF COSTS

Salaries and wages

Travel and subsistence - national

Travel and subsistence - international

2020	2019
€	€
2,441,090	2,214,169
47,807	104,004
0	6,520
<b>2,488,897</b>	<b>2,324,693</b>

The Authority employed 52 staff at 31 December 2020 (2019: 50).

## 5. ADMINISTRATION

	2020	2019
	€	€
Consultancy services	13,501	94,061
Legal advice	11,809	11,471
Audit fee	11,700	11,700
Accountancy fee	4,612	4,612
Public Relations / Marketing	119,948	223,807
Other	20,915	30,399
<b>General</b>		
Office expenses	84,113	85,095
Authority members' fees	58,140	58,140
Communications costs	119,402	157,316
Licensing costs	67,084	68,013
Depreciation	81,356	59,052
Repairs & maintenance	3,895	16,294
External Inspectors	-	5,700
Other IT costs	223,298	127,492
<b>Legal Costs</b>		
Legal fees	22,946	13,346
<b>Hospitality</b>		
Hospitality	3,001	920
<b>Appeals Board</b>	<u>18,588</u>	<u>2,469</u>
	<b>864,308</b>	<b>969,887</b>

## 6. PROPERTY, PLANT AND EQUIPMENT

	Furniture & Fittings	IT Equipment	Online Renewal System	Office Equipment	Total
	€	€	€	€	€
<b>COST</b>					
At 1 January	799	504,249	392,905	34,806	932,759
Additions	0	6,574	0	0	6,574
Disposals	(799)	(767)		(379)	(1,945)
<b>At 31 December</b>	<b>0</b>	<b>510,056</b>	<b>392,905</b>	<b>34,427</b>	<b>937,388</b>
<b>ACCUMULATED DEPRECIATION</b>					
At 1 January	799	504,097	184,818	30,984	720,698
Charge for year	-	1,319	80,037	-	81,356
Disposals	(799)	(767)		(379)	(1,945)
<b>At 31 December</b>	<b>0</b>	<b>504,649</b>	<b>264,855</b>	<b>30,605</b>	<b>800,109</b>
<b>NET BOOK VALUE</b>					
<b>At 31 December</b>	<b>0</b>	<b>5,407</b>	<b>128,050</b>	<b>3,822</b>	<b>137,279</b>
<b>At 1 January</b>	<b>0</b>	<b>152</b>	<b>208,087</b>	<b>3,822</b>	<b>212,061</b>





## 7. RECEIVABLES

	2020 €	2019 €
Prepayments	9,375	9,385
	<u>          </u>	<u>          </u>

## 8. PAYABLES

	2020 €	2019 €
Audit fee	11,700	11,700
Accountancy fee	4,612	4,612
	<u>          </u>	<u>          </u>
	<b>16,312</b>	<b>16,312</b>
	<u>          </u>	<u>          </u>

## 9. CAPITAL ACCOUNT

	€	2020 €	€	2019 €
Opening Balance		212,061		180,671
Additions	6,574		90,442	
Amortisation	<u>(81,356)</u>		<u>(59,052)</u>	
Transfer from/(to)Statement of Income and Expenditure		<u>(74,782)</u>		<u>31,390</u>
Balance as at 31 December		<u>137,279</u>		<u>212,061</u>

## 10. RETIREMENT BENEFIT COSTS

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

## 11. 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 four 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.

## 12. ADDITIONAL SUPERANNUATION CONTRIBUTIONS

Salary costs included in this account are the gross costs to the Authority for the period. The Department of Justice pays salaries on behalf of the Authority. Additional Superannuation Contributions, as per Section 4 of the Public Service Pay and Pensions Act 2017, are made by the Department and are retained as Appropriations-in-Aid for that Department. This amounted to €66,810 in 2020 (2019: €66,337).

## 13. RELATED PARTY DISCLOSURES

In accordance with the Code of Practice for the Governance of State Bodies, the authority has in place procedures in relation to the disclosure of interests by Board Members and employees. These codes include guidance in relation to the disclosure of interests by Board Members and these procedures have been adhered to by the Board during the year. There were no transactions in the year in relation to the Authority's activities in which members had any beneficial interest.

## 14. ACCOMMODATION NOTE

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

## 15. CHIEF EXECUTIVE REMUNERATION

The Chief Executive's remuneration for 2020 was made up of an annual basic salary of €103,126 (2019: €101,498). In addition the Chief Executive received €1,797 in respect of travel and subsistence expenses in 2020 (2019: €7,872) 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 2020.

## 16. INSPECTORATE FEES

Inspectorate fees consist of fines for non-compliance with the Authority's regulations and amounted to €800 in 2020 (2019: €1,854). These fees are accounted for in licence fee income.

## 17. APPROVAL OF FINANCIAL STATEMENTS

These accounts were approved by the Authority on 31st May 2021.

## Recommendations and Management Comments from the 2020 Internal Audit Report (IAU) and Comptroller and Auditor General's Report (CAG) with status at 31st December 2020

	Recommendation	Management Comment	Current Status
<b>IAU1</b>	It is recommended that the procurement section of the financial procedures manual be updated in line with the required EU thresholds.	The recommendation was implemented in 2020.	Closed
<b>IAU2</b>	The PSA should ensure that evidence of the procurement processes are maintained centrally and that the procurement expenditure advertised as part of the tender process reflects an accurate estimate of the overall contract value.	The PSA has strengthened its procurement procedures on foot of the recommendation.	Closed
<b>IAU3</b>	A single summary sheet should be maintained for each procurement which provides details of timelines and decisions taken.	The recommendation was implemented in 2020.	Closed
<b>IAU4</b>	The PSA should ensure all Travel and Subsistence receipts are held for audit purposes.	The PSA reminded all staff of the need to provide receipts in support of claim to the PSA's Corporate Affairs Unit.	Closed
<b>IAU5</b>	It is recommended that the PSA put in place an up to date Business Continuity plan.	The PSA Business Continuity Plan was completed in 2020.	Closed
<b>C&amp;AG1</b>	The Authority records licence fee income of €3.3 million in 2019 (2018: €2.5 million). This income represents 50% of total income in 2019 (48% in 2018). The licence fee income is remitted to the Department of Justice on a monthly in arrears basis. The audit notes that the total number of licences issued is not reconciled with the licence fee income.	The PSA submitted a business case to the Departments of Justice for the development of a payments reconciliation system. This was rejected in December 2020.	Not completed



# Appendices

## Appendix 1 - Public Sector Duty

The Irish Human Rights and Equality Commission Act 2014 requires a public body, having regard to its functions, purpose, size and resources available to it, to:

**Assess** - set out in its strategic plan an assessment of the human rights and equality issues it believes to be relevant to the functions and purpose of the body;

**Address** - set out in its strategic plan the policies, plans and actions in place or proposed to be put in place to address those issues;

**Report** - report on developments and achievements in its annual report.

In 2020 the PSA developed the following proposal to ensure we comply with Section 42 of the 2014 Act:

1. To undertake an assessment of our staff and of the security industry in 2021 to identify key equality and human rights issues for people who work in the PSA and in the industry. The assessment of the security industry will be undertaken by way of survey.

To address equality and human rights issues identified as part of the assessment and these will be developed as part of our strategic planning process to be included in the new Strategic Plan.

2. To review and communicate progress in relation to addressing equality and human rights issues that are relevant to our role of licensing and regulating the private security industry in our Annual Report.

We are committed to proactively engaging in equality and human rights issues for service users and staff. Our goal is to improve the service we provide to licence holders and ensure that we are treating people fairly and impartially with a view to enhancing the values of dignity, non-discrimination, inclusion and fair practice in the PSA.

We have already identified training of our staff and informing the security industry as key elements of any programme to address equality and human rights issues.

## Appendix 2 - Statistical Reports

Report 1 - Number of Individual Licences Issued at 31st December 2020 By County and Gender							
County	Door Supervisor	Security Guard	Cash-in-Transit	Mon	Total	Male	Female
Carlow	140	271	7	57	475	418	57
Cavan	140	291	5	20	456	411	45
Clare	196	381	16	2	595	560	35
Cork	1,085	2,116	16	45	3,262	2,876	386
Donegal	256	287	0	0	543	484	59
Dublin	3,784	12,184	641	113	16,722	15,137	1,585
Galway	706	984	16	13	1,719	1,557	162
Kerry	398	488	2	0	888	834	54
Kildare	1,009	1,356	61	36	2,462	2,304	158
Kilkenny	127	235	2	7	371	347	24
Laois	237	464	23	9	733	663	70
Leitrim	86	97	2	3	188	166	22
Limerick	508	1,116	98	6	1,728	1,666	62
Longford	151	299	3	0	453	421	32
Louth	379	785	20	1	1,185	1,124	61
Mayo	244	329	3	0	576	534	42
Meath	374	921	46	4	1,345	1,229	116
Monaghan	129	173	0	0	302	274	28
Offaly	188	322	8	1	519	485	34
Roscommon	145	250	4	0	399	352	47
Sligo	168	252	34	0	454	435	19
Tipperary	298	563	16	12	889	821	68
Waterford	358	561	30	2	951	901	50
Westmeath	261	525	9	3	798	764	34
Wexford	284	489	8	26	807	758	49
Wicklow	227	546	26	30	829	763	66
Northern Ireland	76	76	9	154	315	273	42
GB (excl NI)	9	24	0	95	128	103	25
Other	3	5	0	34	42	29	13
<b>Totals</b>	<b>11,966</b>	<b>26,390</b>	<b>1,105</b>	<b>673</b>	<b>40,134</b>	<b>36,689</b>	<b>3,445</b>
<b>% of Total</b>	<b>29.8%</b>	<b>65.8%</b>	<b>2.7%</b>	<b>1.7%</b>	<b>100%</b>	<b>91.4%</b>	<b>8.6%</b>

### Legend

Mon - Monitoring Centre Licence

## Appendix 3 - Statistical Reports

Report 2 - Number of Contractor Licences Issued at 31st December 2020 By County											
County	DSE	DSP	LK	PI	SGAM	SGCCTV	SGE	SGS	IES	CIT	Total
Carlow	0	1	5	0	1	1	0	3	19	0	30
Cavan	0	0	1	1	1	1	0	1	18	0	23
Clare	0	0	4	1	0	0	0	1	20	0	26
Cork	3	3	21	9	4	4	3	12	98	0	157
Donegal	0	0	5	2	0	0	0	1	15	0	23
Dublin	16	23	78	39	9	6	23	82	297	3	576
Galway	0	2	9	2	1	1	1	7	47	0	70
Kerry	0	0	7	1	0	0	1	5	28	0	42
Kildare	3	4	15	8	1	1	3	10	64	0	109
Kilkenny	1	1	5	0	0	0	1	4	20	0	32
Laois	1	1	2	2	0	0	1	2	14	0	23
Leitrim	0	0	0	0	0	0	0	0	6	0	6
Limerick	0	0	3	2	1	1	0	4	44	0	55
Longford	0	0	0	1	0	0	0	2	11	0	14
Louth	2	1	6	0	0	0	1	5	32	0	47
Mayo	0	0	5	4	0	0	0	0	14	0	23
Meath	1	3	12	2	0	0	1	7	48	0	74
Monaghan	1	2	2	1	0	0	1	2	17	0	26
Offaly	0	0	5	0	0	0	0	0	17	0	22
Roscommon	0	0	1	0	0	0	0	1	10	0	12
Sligo	0	0	4	1	0	0	0	2	9	0	16
Tipperary	1	1	4	3	1	1	2	7	38	0	58
Waterford	1	1	6	2	0	0	1	6	17	1	35
Westmeath	2	2	3	9	0	0	3	5	16	0	40
Wexford	1	1	9	1	1	1	2	4	28	0	48
Wicklow	0	1	7	5	1	1	0	5	43	0	63
Northern Ireland	2	1	4	5	6	6	4	4	39	0	71
GB (excl NI)	1	0	1	6	9	7	1	2	12	0	39
<b>Totals</b>	<b>36</b>	<b>48</b>	<b>224</b>	<b>107</b>	<b>36</b>	<b>31</b>	<b>49</b>	<b>184</b>	<b>1,041</b>	<b>4</b>	<b>1,760</b>
<b>% of Total</b>	<b>2.0%</b>	<b>2.7%</b>	<b>12.7%</b>	<b>6.1%</b>	<b>2.0%</b>	<b>1.8%</b>	<b>2.8%</b>	<b>10.5%</b>	<b>59.2%</b>	<b>0.2%</b>	<b>100%</b>

### Legend

DSE – Door Supervisor (Event Security)  
 DSP – Door Supervisor (Licensed Premises)  
 LK – Locksmith  
 PI – Private Investigator  
 SGAM – Security Guard (Alarm Monitoring)

SGCCTV – Security Guard (CCTV Monitoring)  
 SGE – Security Guard (Event Security)  
 SGS – Security Guard (Static)  
 IES – Installer (Electronic Security)  
 CIT – Cash In Transit



## Appendix 4 - Energy Report

Our main sources of energy usage continue to be heating oil and electricity. Our utilities are managed through a modern, efficient Building Management System (BMS). The energy rating for the building is C2, which is above average for buildings of our type. The following is the energy usage for the office in 2020:

PSA Building	
Non-Electrical (oil)	Electrical
57,541 kWh	70,005 kWh

This reflects a 30.7% reduction in energy usage from our 2019 performance. The reduction is a result of a reduction in the use of the office due to Covid-19 and also a number of measures implemented by the PSA Energy Team:

- The installation of a new Building Management System to automate our heating and hot water systems.
- Staff awareness and training. Signs throughout the building remind staff to conserve electricity and be mindful of our usage. Training was provided by our energy advisor to staff to increase awareness and conservation.

The PSA also requested the OPW to examine the following projects for our building in 2020:

- Location of room sensors to be moved to record temperatures more efficiently.
- Internal lighting upgrade T5/2D to LED.
- Increased insulation and sealing of windows. A number have been completed already.
- Cover required for skylights to lower heat loss. Temperature differential noted across rooms served by skylights.
- Oil to gas/LPG boiler upgrade.

The PSA participates in the SEAI online system for the purpose of reporting its energy usage in compliance with the European Communities (Energy End-Use Efficiency and Energy Services) Regulations 2009 (S.I. No 542 of 2009).



# Contacts



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