



THE BIG X

EDITION 8 : JAN/FEB 2011

OFFICE MOVE – A NEW ERA

“It is with great delight I can finally announce, after 3 years of patient preparation; The XFOR Group has relocated its Head Quarters.”



It has taken a long time for the team to be in a position to move to London and now as Xfor have grown across all departments we were in a strong position to take the leap.

Our new location is 83 Victoria Street, London, SW1H 0HW.

‘It is with great delight I can finally announce, after 3 years of patient preparation; The XFOR Group has relocated its Head Quarters. We have combined all our remote stations, collated the Private Investigation, Security Solutions and Local Authority Support services Command and Administration

functions to new premises in Victoria’. Gary Lincoln-Hope, CEO.

London offers phenomenal advantages and services to businesses of all sizes. It is the nerve centre of business in the UK, a driving force of the economy with virtually every business facility you can think of.

The reason we relocated Xfor HQ was because a London business address carries a significant amount of weight in clients’ perceptions. It shows us as the dynamic, professional company that we are.

London is a large and diverse city and different areas have distinct identities, as well as individual strengths and weaknesses. Xfor are now located opposite New Scotland Yard Police HQ, just along from the Houses of Parliament and Buckingham Palace (and yes, also next to House of Fraser for the girls!). We now sit on the fifth floor and from here, run the Group’s affairs.

We hope that you all (staff and clients) can drop by and visit us within the next few months.

“Xfor are now located opposite New Scotland Yard Police HQ, just along from the Houses of Parliament and Buckingham Palace.”



CEO WORDS

To pastures new...

“Currently drafting expansion programmes to see XFOR enter the recruitment industry, security product retail markets, specialist security consultancy and VIP protection to high profile sporting personalities.”

Well, two months in and what a year it has already proven to be.

As well as the office relocation we are also moving into new operational arenas with the Strategic Development Department currently drafting

expansion programmes to see XFOR enter the recruitment industry, security product retail markets, specialist security consultancy and VIP protection to high profile sporting personalities. Whilst never losing sight of the sector in which we excel, we are seeking to expand on the professional services and reputation that has evolved since our inception, some 7 years ago.



Of course, I will endeavour to keep you as updated as possible, but I also seek your assistance. All of these development strategies are formed from the regular feedback we get from you, our team members. You live and breathe this industry and have the exposure on a daily basis to the 'ground truth' we use to develop and form the new concepts. So please, keep the comments and opinions coming in through Lara, on laj@xfor.co.uk and as you help us, we will return that support by creating new, varied and in the case of international contracts, life changing opportunities.

Thanks for your continued efforts gang, and I hope you enjoy this edition

Gary Lincoln-Hope
Chief Executive

MD Words

I trust you are all well and have a great start to the New Year. The Xfor Head Quarters have moved to central London as part of the strategic plan for The Xfor Group.

Currently the company is on fire, we have new clients across the board and we seem to be going from strength to strength. We also believe with move and the continued work of the CEO and head of strategic development that we will have a great year in 2011.

As a company we are striving for success on all aspects of the business. I am sure you will appreciate that we have recruited some of the best personnel available as Heads of Department and I hope you all see a difference in what ever area of the business you work in.

The security division has currently had its best quarter ever in the company's history. The Security Manager is taking the department in a different direction and he is coming up with innovative ideas daily. We have currently introduced apprentices to the department and we have also secured funding for NVQ qualifications for 20 personnel across the Security Division. Our current clients have been completing satisfaction surveys on our performance as a company on the relevant sites. There have been great results and some very high scores, so although there is room for improvement we are making great progress. All staff should be proud of the progress we have made within this department.

The LAS division has been in talks with other major Local Authorities all around the UK. We will be mounting pilot schemes in the South of England should we be successful as predicted. The staff on the projects that are currently running have been doing a great job and the clients across the board are extremely happy and complaints from the public are at an all time low. This speaks volumes for the professionalism and dedication that all the people involved have shown.

The private Investigation's division has a new head of department who has over 20 years experience in the Police Force. He is picking the current projects up and taking new enquiries everyday. This department is building great relationships within solicitor firms and financial institutes. I am sure you will read about some interesting investigations over the next few months.

Before I finish up I would like to mention the team that support me on a daily basis in the office. I must mention that during the office move over the last month the commitment from all the staff has been exceptional. The accounts department and operations department has worked flawlessly. The admin support has been great and without team work and a great team spirit we would not have been able to run as efficiently as we have been.

So my thanks to every one involved in The Xfor Group, no matter how small the part you play in this organisation is, it is greatly appreciated.

I wish everyone involved and there family's a great 2011!

Steve Gillespie, Managing Director

UK security guarding: what's in store for 2011?

Plimsoll has released its latest market analysis of the UK's security guarding sector, so what's the likely landscape in 2011? Brian Sims reports.

As the UK's security guarding sector began to emerge from the depths of recession in 2010, a somewhat fragmented industry appeared from the chaos.

According to new research just concluded by industry analyst Plimsoll, the market is now polarised between those companies who are 'getting it right' and those struggling to recover.

David Pattison – senior analyst and author of the 2011 Plimsoll Analysis entitled 'Manned Security' – explained: "Now that the storm is lifting we have been able to assess the damage left behind. 60 companies are in a parlous state, and starting the New Year clinging on for dear life. We have rated them as being in 'Danger'"

According to Pattison, falling demand was the final nail in the coffin for many. "The mistake they made, though," he stressed, "was to not make those painful cuts early enough to protect their business."

121 COMPANIES RATED AS 'STRONG'

However, the green shoots are now well entrenched with the number of companies rated by Plimsoll as 'Strong' rising to 121.

Pattison commented: "We rated these companies as 'Strong' in our latest report, and I have to congratulate them. In fact, many of them retained a 'Strong' rating throughout the recession. They've managed to be commercially successful without jeopardising their financial stability. While others fail around them, they're in pole position to capitalise in 2011."

When pressed on what these contrasting fortunes mean for the UK security guarding sector, Pattison put forward several points.

"Returning to growth will be paramount this year as costs and overheads continue to increase," he suggested. "Without any growth, companies will have to reduce their overheads quite dramatically. Companies need to look to beat the current average profit margin of 2% if they're to cover costs and invest in other growth areas."

WHEEL CLAMPING BAN

On 17 August 2010, the Government announced that wheel clamping on private land will be banned in England and Wales. The ban was put forward in The Protection of Freedoms Bill, which was introduced into the House of Commons on 11 February 2011. It will come into force when the bill gains Royal Assent, subject to parliamentary approval.

Until the ban is in place, the current law applies: any person undertaking the licensable activities of a vehicle immobiliser must hold and display a valid SIA licence.

For more information visit the Home Office website www.homeoffice.gov.uk

Car Clamping Ban will have a Negative Impact on Flat Owners

Home Office Minister Lynne Featherstone's proposed ban on the clamping of cars on private land is bad news for flat dwellers. A common problem among FPRA members is illegal parking on their estate car park or adjoining land.

It widely believed by estate managers that the threat of clamping is an effective deterrent to illegal parking. The threat of a ticket is less of a deterrent because the illegal parker knows they are difficult to enforce.

Lynne Featherstone is reported as saying that private landowners can put up barriers to keep out unwanted cars. The FPRA asks if she has considered the negative implications of this for many blocks of flats. The lease may not allow barriers to be erected, leaseholders will have to pay for their installation and maintenance, and residents' freedom to enter and exit their properties will be impeded.

The proposed legislation (to be part of the November 2010 Freedom Bill) appears to be a populist knee-jerk reaction to newspaper horror stories about the victims of rogue clampers.



The way to solve the problem is not to ban clamping, but to regulate the clamping industry. What about introducing a maximum fine clampers can charge?

The FPRA is campaigning against the ban.



Security Industry Authority

Xfor Security Solutions UK Ltd.

Josh Cocklin, Security Manager

Divisional Debrief

The last three months has seen the security division of the group at its highest ever in the history of Xfor and now we continue to create innovative ideas to develop the company.

Our success is all down to the first rate teams we have on the ground - our workforce. We know it has been a difficult time for Xfor, with several big changes in infrastructure and policy, but we are determined to get things right and we believe we are on the right track to being an even better company.

We are now entering a stage where we fully understand the necessity to engage our workforce and invest in them. We plan on doing exactly that through offering funded NVQ training in Management, Leadership, Customer Service and Business Administration, a scheme we have already piloted by bringing on apprentices, the future generation of Xfor management. Across a number of our security sites we have a 10% workforce split of apprentices to employees, whilst the rest of our employees have been enrolled in a security practitioner's award to develop the security workforce. There are also plans underway to develop a staff benefits package and an incentive scheme.

The team at BioMarsh are committed to provide the best possible service to this client and is headed up by Afzal and Mudassar.

Retail Theft

Now that the peak period has died down, we fully expected a period of decreasing theft and fraud occurring in our retail premises however, we have been quite surprised, along with the rest of the high street as to how little it has died down. Retail theft is an on-going issue, as is employee theft. Xfor have been successful in implementing loss prevention strategies for the majority of our clients to counter theft.

“Xfor have been successful in implementing loss prevention strategies for the majority of our clients to counter theft.”

So far, as a company we have saved our retail clients approximately £19,506 over two months, which represents an average of £314 each day. We are now looking at delivering even more loss prevention strategies to clients to save even more money, especially with regards to internal/employee theft and fraud, which believe it or not, cost the UK economy more than shoplifting alone. Xfor have successfully installed covert cameras as a means of identifying employee theft and fraud and building up a file case file against those who deprive our clients of goods. Our evidence has resulted in two dismissals and one arrest.

“We have the capability to install covert cameras in the most unusual of places, including wall clocks, smoke detectors and even plant pots.”



Security Hardware

Xfor are now driving security product sales, such as CCTV and alarm systems. So far, we have installed several high grade CCTV systems to commercial clients and private clients to ensure their property is kept safe and secure. We are currently in the process of quoting several clients around the UK, from corporate offices to retail stores and shopping centre. There has also been a demand to install covert installations to counter and identify theft and other types of undesirable activities. We have the capability to install covert cameras in the most unusual of places, including wall clocks, smoke detectors and even plant pots (they are waterproof).

Event Season

With the event season fast approaching, we are expecting a large security requirement over the season. This will include repeat clients, such as Guards Polo Club and Silverstone – through to other new exciting events as a result of the strategic partnerships.

Site Report: Magma Books

Magma Books is a premier design store, with stores in London and Manchester. Xfor have been providing security in the two London stores since April 2010. Over the Christmas period, Magma

was extremely busy and had security throughout the week to ensure the staff were safe and the products were not being stolen or damaged. Magma now has security cover every Saturday, which is the busiest day for the store.

The security presence there divides the time between two stores both on Earlham Street to be able to deal with

security related issues on the store managements behalf. Our client has indicated that Xfor are ‘flexible and willing to listen and respond to the needs of small retail businesses’, we have also been described as ‘friendly and efficient’.

Well done to all the staff who work here to ensure we are protecting the assets of Magma Books.



“Xfor are ‘flexible and willing to listen and respond to the needs of small retail businesses’, we have also been described as ‘friendly and efficient.’”

Xfor Private Investigations Ltd.



Staff Misconduct

A long established XFOR customer had requested the company to investigate the behaviour of one of their employees who felt was behaving suspiciously. By utilising a wide range of covert tactics we were able to establish that whilst being both paid and valued by her employers the member of staff concerned was attempting to establish their own business in competition with their employers, utilising both contacts and a business reputation that had taken years to develop. As a consequence of our investigations we were able to provide our client with crucial information to assist her delighted legal team who are confident in securing victory against ex-employee.

“The member of staff concerned was attempting to establish their own business in competition with their employers, ”

Legal Firms

Our move into the new offices has proven to be extremely beneficial in establishing contacts within the long established London legal community. XFOR are currently engaged in a number of high profile cases working on behalf of respected legal firms and as these enquiries are in their infancy we cannot divulge too many details for obvious reasons.

“XFOR are currently engaged in a number of high profile cases working on behalf of respected legal firms ”

Tracing

Xfor have recently expanded their internet researching capability having achieved some remarkable trace results within extremely demanding time frames and are rapidly becoming ‘the go to’ company who are able to trace and locate people where other companies have failed.

Highly Organised Fraud

The investigations division was requested to conduct research into the bona-fide credentials of a person purporting to be a business man specialising in providing funding for property developers. You can imagine the surprise when it was quickly established by our experienced investigators that the individual was actually part of a well organised fraud team spreading throughout Europe. Enquiries continue.





Burglaries

The investigation wing of the company continues to expand significantly using knowledge and skills from a CID background. Past projects have included national high profile cases one being an investigation into one of the UKs highest value and at the time extremely high profile domestic burglaries. The investigating officers on such case were surprised to find that two fireside baskets (used by the injured person for storing firewood) were utilised by the offenders to remove stolen items but the baskets themselves were valued at £75,000. Extensive investigations and enquiries exploiting a wide variety of methods resulted in the successful recovery of most of the stolen items and a prosecution which ended the gangs reign of terror over country estates in the South of England.

“**Methods resulted in the successful recovery of most of the stolen items and a prosecution which ended the gangs reign of terror over country estates in the South of England.**”

Who Needs a Private Investigation Licence?

We are currently developing our approach to licensing private investigation activities. Our approach will be based on the requirements of the Private Security Industry Act 2001 and will take into account the findings of our consultation process.

According to the Act you will need an SIA licence if you are involved in any surveillance, inquiries or investigations that are carried out for the purposes of obtaining information about a particular person or about the activities or whereabouts of a particular person; or if you are involved in obtaining information about the circumstances in which, or means by which, property has been lost or damaged.

The following activities will not require a licence:

- Activities exclusively for the purposes of market research;
- Activities exclusively concerned with a credit check;
- Professional activities of practising solicitors and Barristers;
- Professional activities of practising accountants;
- Professional activities of journalists and broadcasters;
- Activities exclusively relating to reference to registers which are open to the public; registers or records to which a person has a right of access; and published works;
- Activities carried out with the knowledge or consent of the subject of the investigation.

Schedule 2, paragraph 4 of the Private Security Industry Act 2001 (as amended) provides full details of non-licensable activity.

Anyone involved in providing contracted private investigation services will require a licence. This includes employees, employers, managers, supervisors and directors* or partners of private investigation companies.

**For the purposes of the Private Security Industry Act 2001, "director" means executive and non-executive directors, shadow directors, parent company directors and corporate entities holding a directorship.*

“**You will need an SIA licence if you are involved in any surveillance, inquiries or investigations that are carried out for the purposes of obtaining information.**”



Security Industry Authority

Enfield City Council

Two new schemes are due to be launched during the month of March at Enfield.

1) 'Bin it to Win it' Scheme.
This entails our officers observing members of the public who comply with Litter Laws and responsibly dispose of their waste being praised for their actions and handed a post card on which to complete their personal details. They are then entered into a monthly raffle and the winner receives £50 of high street vouchers. Variations of this scheme have run successfully in other parts of the country and Xfor are to 'Pilot' the scheme in London Borough of Enfield. We are hoping that the public in the Enfield area appreciate that our role at Xfor is to educate and prevent in relation to Environmental Issues in addition to our Enforcement responsibilities.

2) Overt Cameras (Update)
Our staff have now received their training and the Policy has been written. We are due to go 'Live' with these cameras with effect from the start of March albeit it will take until April and May before we can start to measure the camera's effect (if any) on the Council's payment rate and indeed a reduction in complaints against our staff.

“ Our role at Xfor is to educate and prevent in relation to Environmental Issues in addition to our Enforcement responsibilities. ”



Xfor Local Authority Support Ltd.

New Business

I have recently presented to Shepway Council (Folkestone, Kent) and on (23/02/11) I will be presenting to Hillingdon Council on our services.

Michael Fisher, Director Special Projects

Boxbourne Borough Council

Boxbourne Council continues to go from strength to strength with an excellent team of three staff driving the service forward. I will hopefully soon be able to 'sit down' with our clients at Boxbourne and discuss their requirements once the 6 month Pilot Scheme finishes in March. I now consider with the links our staff have forged with the local community and indeed Hertfordshire Constabulary that we have added value and a uniformed presence that provides reassurance to the Boxbourne Public.

“ We have added value and a uniformed presence that provides reassurance to the Boxbourne Public.”

Maidstone Borough Council

The tendering process is about to begin in respect of applying for the contract to provide support to our Local Authority Partners at Maidstone, we intend to evidence during this process our capability at Xfor to provide a diverse range of services across environmental and indeed other departments within Maidstone Council which can be encompassed within the Fixed Penalty Process. During these times of austerity and Public Service Cut Backs we hope to be able to provide staff who can tackle issues such as Trade Waste, Fly Tipping, Fly Posting and those who issue Flyers on the Town Centre without a permit in addition to our core responsibilities in relation to Litter Enforcement. Our staff are focussed in relation to the challenge ahead and we look forward to extending our service to other councils within the Kent County area throughout 2011.

“ Xfor to provide a diverse range of services across environmental and indeed other departments within Maidstone Council which can be encompassed within the Fixed Penalty Process.”

Birmingham Council

This has been an extremely busy time for all concerned at Birmingham. I find myself in the middle of a recruitment campaign in respect of Enforcement Officers for Environmental Crime duties both inner and outer city. We have also been met with an increased demand for covert surveillance officers to work alongside our colleagues from the Council and West Midlands Police with the brief to obtain and disseminate intelligence relating to those who are committing a wide range of criminality on the public transport system.

“ Officers for Environmental Crime duties both inner and outer city. We have also been met with an increased demand for covert surveillance officers to work alongside our colleagues from the Council and West Midlands Police.”

ALMOST £380,000-worth of fines for dropping litter has been collected by wardens working for Enfield Council in the past two years.

Between February 2008, when the fixed penalty for littering was introduced in Enfield, and December last year a total of 4,712 people have been slapped with the £80 fine.

Of those, 323 people were prosecuted in court after deciding to contest the fine, where they were typically ordered to pay costs and fines which ended up totalling about £290. The council employs four wardens, who patrol the borough in teams of two, ready to penalise anyone caught dropping litter, such as drink cans, cigarette butts and crisp wrappers.

According to a council spokesman, the wardens, who are dressed in a black uniform, do not receive any commission for issuing fines and he added that the income from fines is poured back into the borough to help pay to keep the streets clean.

He added: “During this period we installed 300 additional litter bins, 250 of which have adapted stubbing facilities for cigarettes.

“In total we spend about £4.8million every year on street cleaning. Along with our educational work, these measures have improved cleanliness and some of the resulting efficiencies arising from street cleansing operations have been invested in a service which provides free graffiti removal for residents and businesses.”

Chris Bond, Enfield’s cabinet member for environment added: “Enfield’s streets are the cleanest they have been for years, and this is in part to do with a robust enforcement approach to littering. Litter is litter, whether it’s cigarette butts or drink cans, and if you don’t want to pay a fine don’t do the enviro crime.”

The offence of littering was introduced by the Environment Protection Act 1990 and the Clean Neighbourhoods and Environment Act 2005 gave local authorities the power to issue fines for littering.

“ The wardens, who are dressed in a black uniform, do not receive any commission for issuing fines, and he added that the income from fines is poured back into the borough to help pay to keep the streets clean.”

Enfield Council grabs £380,000 in fines for littering



EMPLOYEE OF THE MONTH

JANUARY

NOMINATIONS:

Jane Salamat – Accounts Assistant

Jane has really embraced the move and been instrumental in the execution of the actual move with enthusiasm and diligence.

Jamie Betteridge - Steward

Mine is a steward from Paratus that we use at ATFC, his name is Jamie Betteridge and it's for his excellent performance and determination in managing the response team at the club.

WINNER:

Shellie McDermott - PA to Gary Lincoln-Hope, CEO

Shellie deserves this nomination for producing a consistently strong performance over a protracted period of time and having to evolve her skill set to meet such demands. Delivering administrative, organisational and planning support to every aspect of the CEO's role has enabled Xfor to generate the growth and expansion reported over the last 12 months. Her progress has been nothing short of outstanding, a credit to her ability to work without supervision, outside of her comfort zone and with a high degree of common sense and tact.

FEBRUARY

NOMINATION:

Sharon Lambert -Team Leader at Broxbourne Borough Council

For her organisation, professionalism, ability to liaise at appropriate level with clients and always being a safe pair of hands. She has recently been unwell yet insisted on carrying out her responsibilities as site manager within deadlines.

WINNER:

Jodie Magness – Local Authority Administrator in HQ

For her positivity, motivation, enthusiasm and general willingness to get on with anything she is tasked. She is not afraid to ask questions and has grown tremendously in her role since starting last year.

She is always willing to help never complaining and completes all tasks in a timely fashion displaying a great deal of professionalism along the way.

Jodie is an asset to Xfor and a real team player.

MENTION IN DESPATCHES

*THE CERTIFICATE OF 'XFOR EXCELLENCE' FOR
COMMENDABLE SERVICE.*

Jane Salamat – Accounts Administrator

Her diligence in carrying out her daily and weekly tasks is second to none and she can be left to complete tasks in a timely and accurate manner. She is professional in her role and has also taken on a new responsibility of answering the switchboard at busy periods showing team ethos. Well done Jane.

ANNOUNCEMENTS

BIRTHDAYS:

1st Jan – Haider Mahmood (Hindhead security guard),
Hasnan Bukhari Shah (London Borough Market security guard),
Naseer Nasir (Thames Industrial security guards).

4th Jan – Darren Munnely (Enfield Council enforcement officer)

9th Jan – Muhammad Khan (Foyles/Adelphi Security guard)

17th Jan – Frank Uzoebgu (Adelphi Security Guard)

18th Jan – Muhammad Ismail (Hindhead Security guard)

26th Jan – Alaba Oluseyi (Action 4 Employment security guard) and Atif Ali (Bluesquare security guard)

7th Feb – Joseph Brown (Hindhead Security guard)

12th Feb – Jonathan Wright (Roundhouse security guard)

13th Feb – Darren Hopkins (Broxbourne Council enforcement officer)

14th Feb – Olubodan Hassan (Adelphi Hotel security guard)

16th Feb – Danish Umer – (Hindhead security guard),
Michael Fisher (Head office)

22nd Feb – Andreas Mills (Maidstone Council enforcement officer)

NEW STARTERS:

Sean Stanton – Birmingham City Council (BCC) Enforcement Officer

Muhammad Khan – Foyles/Adelphi – Security guard

Glen Fitzwater – Moved over from Broxbourne to Enfield Council, Enforcement Officer

Kelly Brown – Enfield Council Administration

PUZZLE PAGE



CAN YOU SPOT 5 DIFFERENCES?



Misconduct

Behaving

Suspiciously

Covert

Tactics

Crucial

Information

Fraud

Tracing

Burglaries



THE XFOR FLAG TRAVELS THE WORLD

As a branding strategy and competition we have bought and designed an Xfor flag which will travel round the world with staff and clients. The most adventurous or random picture wins £50 voucher each edition.

The first destination has been completed. The CEO Gary Lincoln-Hope and the Operations Manager, Nicky Hope went skiing in the Christmas period and took a photo at the Summit of Les Grandes Platières Mountain overlooking Mont Blanc.

640 miles from Xfor HQ

Altitude 2480m

The flag destination will be marked on a world wide map and displayed in the Xfor HQ. I hope everyone will get involved and please let me know if you wish to travel with the flag and compete to get the best picture. Contact Lara on laj@xfor.co.uk.



SUPPORT

Xfor sponsor a number of charities by donating through the Freemason's Grand Charity Relief Chest. The donations are split across a number of National Charities: Medical Research, Vulnerable People, Youth Opportunities, Hospice Grants, Air Ambulance Grants, Disaster Relief, Religious Buildings and Masonic Charities.



THE XFOR GROUP
83 VICTORIA STREET
LONDON SW1H 0HW
0800 032 6036
www.xfor.co.uk

