

# A festival of security ideas

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In preparation for 2019 and the years ahead, we asked a range of thought leaders responsible for different aspects of security to respond to questions about the future, beginning with the Commissioner of the City of London Police

**Q** In an increasingly complex world, how is the City of London Police evolving in 2019 to deal with current and future risks and threats?

How can the security sector continue to support these efforts?

Commissioner Ian Dyson QPM  
City of London Police

The threat from terrorism and extremism is constant, but it is also changing and becoming more diverse and complex by the day.

The City of London's historical, cultural and economic importance means that it will always be an attractive target for those who want to do us harm. Around 7,500 residents call the City of London home, although every weekday that number swells by over 480,000 as people come here to work. It is our job to protect all of those people, plus the 18 million who visit every year.

As the threat evolves, so must we. The ring of steel, initially developed in the Square Mile in the 90s in response to the threat from Irish terrorism, is being modernised for the 21st century.

Our ambition, together with the City of London Corporation, is to develop a world-leading protective security regime to keep our residents and visitors safe from a range of threats. This is known as the Secure City programme.

Together, we will create the most technologically advanced control room in the world. We will completely remodel our approach to CCTV and Automatic Number Plate Recognition, make use of facial recognition capabilities and link in with smarter city technology, such as smart street lighting. We have visited locations in the UK and across the globe to gain an insight into



how other control rooms support the provision of wide-ranging security arrangements that protect people, places and buildings in the most effective way.

Although the modernised ring of steel will help us to make the Square Mile one of the safest city areas in the world, we can't do this alone.

We continue to rely on the support and vigilance of our business and community partners, and the people who spend time in the City, to keep us all safe and secure.

The continuing safety and security of the City of London is key to its success. Even though crime levels are amongst the lowest in the country, we aren't complacent and remain committed to fighting crime across the board.

One of the ways we work with the community to keep the City of London safe and secure is Project Servator. Our officers engage with a range of community partners, from the barista in the coffee shop to staff at major corporations, to encourage them to be our eyes and ears when we're not there, and report anything that doesn't feel right.

Whilst building these important relationships, our officers deploy at unpredictable times and locations to deter, detect and disrupt a range of criminality, including terrorism. They are specially trained to spot the tell-tale signs that someone may have criminal intent or is carrying out hostile reconnaissance – the information gathering criminals need to do to carry out their plans. They are also supported by other police resources, such as armed officers, dogs and horses, and work closely with CCTV monitoring and security teams. The effect is the creation of a network of vigilance that creates an uninviting environment for potential terrorists considering their targets and individuals looking to commit crime.

We continue to offer the security sector and businesses counter terrorism awareness training called ACT Awareness, which was initially developed by the City of London Police. I'd encourage every business to consider this training.

By working together to protect the City of London from terrorism and other threats, we continue to protect the UK's interests as a whole.



**Q** How can the security industry adapt to meet the challenges in 2019 and beyond?

Barry Dawson  
Operations Director –  
Southern Region  
Wilson James Limited



At its heart, the security industry is a people business.

Security has changed. The realities of the 21st century require organisations to maintain a broad understanding of the evolving risks to people, property, assets and reputations. Security is no longer a matter of capable, but relatively simple, manned guard offerings; security organisations must pre-empt and respond to counter terrorism, cyber-attacks, heightened media attention and old-fashioned human error.

It goes without saying that investment in technology and information is vital. But while the technology that underpins our industry is developing fast, it has not yet achieved or exceeded the role of human judgement or decision-making. At its heart, the security industry is a people business. In addition to investing in new technological solutions, it is important that security providers who wish not only to stay relevant but to drive innovation also continue to invest in their people.

Organisations that recognise this fact have the opportunity to shape the future of the workforce by developing a generation of subject matter experts in the security field. Employers who take this opportunity seriously are investing in internal training programmes that result in recognised qualifications across a variety of disciplines. Wilson James launched two training programmes in this

past year, one designed specifically to provide customer service training (often less available to security officers) and the other to identify and nurture future managers and leadership. This is not a "nice to have" programme, but a serious investment in the future of the business.

Personal development, "soft skills" and additional qualifications have a vital role to play in the future of the sector. Security organisations which do not provide training opportunities that incorporate these elements are failing to future-proof themselves against a changing risk climate and evolving client expectations.

Threats to facilities, people and assets are now broader than ever, and so must our solutions be. Security is no longer the responsibility of a designated few; it has become the responsibility of all. Our clients are not just interested in how we have responded to yesterday's incidents; they want to know how we intend to protect them against tomorrow's threats. More than ever, they are looking to our industry as subject matter experts to advise them and consider their unique challenges when providing a service.

The importance of leadership cannot be overstated. The best way the security sector can prepare for the risks of the future is by taking an innovative and proactive role in developing bespoke solutions rather than trying to sell security as an off-the-shelf product.

Our aim should be to support customers in managing their security risk through a comprehensive approach, one that begins long before appointment and extends into a long-term and collaborative partnership. Wilson James has responded to this need by launching a comprehensive Risk Advisory Service, combining consultancy and advisory services, supported by a range of trusted business partners and designed solutions. We

have also transformed an existing call centre function into a 24-7 Operations Support Centre, with capabilities ranging from people management to crisis communications and data intelligence monitoring.

There will always be a role for "traditional" guarding services, but without the strategic engagement with clients to respond to challenges and drive necessary innovation, there is a risk of "traditional" becoming "antiquated". We cannot respond to 21st-century risks with 20th-century offerings.

Security organisations that show themselves capable of providing not just traditional services but true expertise and guidance to their clients – and which invest in the development of a workforce who can supply the complex solutions required of the modern age – will succeed. Those that do not will find themselves unable to address the risks that they are hired to manage.

**Q** How can the security sector develop with regard to diversity and inclusion?

Amanda McCloskey  
Marketing Director  
CIS Security



Something is changing.

The private security industry is a vigorous and rapidly expanding sector of the British economy. Last year alone, it grew by 17% and in the last five years, its turnover has doubled to £12.2bn. With hundreds of thousands of employees, this business is constantly progressing and growing.

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