

## CaSSOA Workshop - Surveys & Accreditation Matrix FAQ-20250612\_100512-Meeting Recording

June 12, 2025, 9:21AM

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BB

Why do we have site surveys? Well, we need site surveys so that we've got confirmation of the security on every site to ascertain their award level. We need this because insurance companies require confirmation of reward level in order to write policies and provide insurance discounts based on the award level.

It also provides reassurance to your customers.

We require you to have a survey every three years and this has been reduced to three years from 5 to ensure that the report is accurate and up to date. As you know, five years can go by quickly, and things can change in those five years. You can make improvements, technology kind of moves on and things like that.

At the beginning of every year we will send a list of CaSSOA sites due for survey SECOM, they will then contact those sites to arrange an appointment.

When that survey has been completed, SECOM will send the report back to us and we will approve that survey report and confirm the award level with the site.

Prior to your survey I would recommend that all sites will look at the accreditation matrix and make sure they're familiar with that and see where their site looks in comparison.

Surveyors will try and minimise the disruption to your business, so if you're having a really busy day, then they will try and minimise any disruption and not get in your way. You're also very welcome to accompany the surveyor as they conduct your survey and ask any questions you have.

A survey will generally take between one and two hours, depending on the size of your site, how much advice you've asked for or any feedback given.

There may be documentation requested and this will take the form of your public liability and employers liability insurance and your fire risk assessment.

Primarily, the surveyors will report what they see. They're not required to raise any issues at the time of the survey unless specifically asked for by you. If you do want to ask for any

advice or guidance or to upgrade, then then please ask and they'll do their best to guide you.

Surveyors will not routinely disclose the award outcome at the time of survey. The report will come back to CaSSOA and will be reviewed by myself and then confirmed with the site.

Let's have a look at the accreditation matrix.

The award levels are reached by gaining a certain number of points.

There are 5 sections within the accreditation matrix and you can gain a total number of five points in each section.

If we look at premises as an example, if you had a very, very basic storage site where people could gain access, there's no kind of hedging or fencing then you would achieve one point in that area.

The more protection you have, the more points you'll achieve. you were going to kind of gain the total maximum number of points in that section, you would have a fully enclosed perimeter with BS fencing and perhaps with additional protection such as the Armco barrier.

With access control, a basic system where you've got one single gate with manual lock would achieve one point. Multiple electronic access gates with anti RAM bollards would get you five points in that section

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Similarly with surveillance. Again, you can see the range of levels of CCTV capabilities there going from a basic system up to the all singing or dancing full coverage.

Alarm systems should also cover any offices or buildings which store customer records or computing systems.

The final section is additional security, which includes things like site lighting, asset tagging, daily walk around checks and on site presence.

And we come to the final outcome table here where you've got the points thresholds for each award level. If you are on the threshold between levels, SECOM will answer any questions to help you find out what you would need to get up to that next level.

When the survey is complete, you'll get a survey report (see presentation slides) .

It will give you include all your premises description, whether you've got internal or external storage, confirmation of insurance, planning permissions and the fire protection that that you have.

The report will detail your security and note points awarded and the final page will give you a summary with any recommendations that have been discussed.

If you have been upgraded then you'll be awarded that immediately. If you're not quite reaching the award that you that you were at initially, you'd be given advice to maintain it, and we won't make any changes to your award level at that point, but give you sufficient time to make any changes to maintain that going forward.

IB

**Ian Barthorpe** 16:43

My name is Ian Barthorpe and I work for SECOM.

I've been doing security for many, many years and I work with around 17 other surveyors to provide CaSSOA surveys.

Our job is to attend a site, report what is seen and relay that back to CaSSOA.

We look to make sure that systems are being maintained so that it works and is fit for purpose align with CaSSOA accreditation standards.

When I'm doing a survey and I turn up at your premises I'm looking to see the external perimeter access. OK, because don't forget, that's what an intruder would do.

We need to look for loopholes a criminal would see and advise accordingly as a recommendation.

Every surveyor will carry an ID card to confirm their identity and they'll do their best not to disrupt your business.

We complete the survey report template and also a site audit with photos. These are protected and are not shared with anyone other than CaSSOA. If you do not wish to have photos taken we will inform CaSSOA of this. They're used as a reference point for the survey writing up the report, and CaSSOA to see what is being written about.

Going through the accreditation matrix, we'll look at access control, perimeter protection and CCTV – are all these well maintained?

I've been in the security industry and I've worked with the police for many, many years. Unfortunately, there are opportunists. Opportunists tend to do the most damage. Professionals do damage, but they do less damage than opportunists – they take things they can carry. Professionals obviously remove asset by cutting gate barriers, then remove the asset, so at the end of the day, the perimeter is the first point of security enunciation.

There are lots of different grades of fencing and the benchmark is the British Standard. If you want to know more or you're having additional fencing fitted, just pop me an e-mail or Becky or Rebecca or an e-mail and we'll offer your advice. We're not here to sell, our advice is free, and we prefer you to buy right first time as opposed to getting it wrong and then having to buy again.

CCTV with infrared, infrared only works on black and white cameras. I don't know whether you know that, but HD and IP Internet Protocol cameras will work to very, very low light levels.

A burglar will take the easiest route out to remove an asset so the more layers of enunciation you have in your security, you know somebody's breached the perimeter. Somebody's now breached the compound. Somebody's now breached, you know, near to the assets. You're getting all these messages coming through on hopefully on your mobile phones. We might not be able to stop theft but we can we can slow it down and we can also once we get the evidence we can, especially if it's good quality evidence we can get them lifted and the police will get involved.

Once the surveyor has got all the information they need. they should engage with you and ask you if you've got any questions or is there anything that you feel that you'd want to improve on if you want to go up to the next level.

The surveyors are designers so they can design a security system to your specification and to the CaSSOA accreditation guidelines.

BB

**Becci Bailey** 36:35

Thank you, Ian. I was going to add that it's very much an open dialogue between SECOM, CaSSOA and the site and also that there are always going to be exceptions to the rule or

elements that don't fall exactly within the specification on the accreditation matrix and we do understand that and we will work to understand the uniqueness of each their location to see what we can possibly do to. We won't bend the rules, but we certainly try our best to understand each site individually.

L

**Laura Hayward – Hill Top Caravan Storage** 38:25

We had the free site check last year and have just had our full survey this year. The free check was really helpful, the surveyor had a walk around and familiarised himself with our site. It actually meant that the same person who turned up and did that turned up and did our survey.

The advice is, it was really helpful. So I would recommend that it's invaluable really just to have that little face to face contact and pick your brains because I feel like a storage site as we have to be specialist. You're trying to be specialist in lots of different areas and without the right professionals behind you, you just can't be.

BB

**Becci Bailey** 39:19

Oh, that's fantastic. Yeah, that's good feedback. And I think also Laura gave us some good feedback relating to her survey and I think that like going forward we will be making sure that the accreditation matrix is really understood by members and outlining what they can expect from a survey.

**Becci Bailey** 41:24

BB

The question from Andrew at The Spinney is do we have signs to advertise accreditation. We don't any longer provide actual physical signage, but we can provide the artwork for that and that can be personalised to your specific site as well. So if you just if you are interested in that drop me drop me an e-mail and we can get that sorted for you.