



# IPSA NEWS

The official newsletter of the International Professional Security Association

Issue No. 9

April 2005

## ***Membership Referral Scheme***

We start off this newsletter with details of the member's referral scheme which has been updated and reintroduced to encourage members to nominate colleagues and staff who might be persuaded to take up membership of the Association. The scheme was announced by letter to all members in January and 12 people have already been referred and sent information. Every time one of these nominated persons is enrolled as a member, the nominating member will receive a £10 Kingfisher shopping voucher. The previous scheme involved members receiving a five pound voucher redeemable against their own membership fees.

Details of the new scheme are as follows:

### ***Individual Membership Referral Scheme***

Members of IPSA are invited to introduce more people to the Association, so that they too can enjoy the benefits of belonging to the only professional association that is specially geared to all individuals in the security industry. We also want to extend the influence of the Association to both a wider range and greater proportion of workers and managers in the now extended private security industry.

### ***What's in it for you?***

For every successful new member application that you refer to us, you will receive a Kingfisher Voucher, value £10, redeemable at any B&Q, Woolworth's, Big W, MVC and Comet store in the UK. You will be able to choose from over 5000 products, from power drills to percolators, CDs to washing machines. Any voucher(s) can be combined with cash, and we have made sure there is no expiry date so you don't have to rush out and spend them.

## ***How it works***

All you have to do is email [sally.smith@ipsamail.org.uk](mailto:sally.smith@ipsamail.org.uk) (or reply through the IPSA web site) asking that a membership form be sent to the potential new member giving their details and quoting your name and membership number. Named individuals will be sent an application form endorsed with your membership number inviting them to join. Once the application is received, approved and payment processed, we will send you your £10 voucher. You will receive a £10 voucher for every person you refer to us who joins the Association. There is no limit on the number allowed. With this incentive perhaps you could be an IPSA promoter in your area!

## ***Why get involved?***

Our industry is going through rapidly changing times and we want to ensure that everyone has access to the best advice, guidance and services on offer. We want to reach out to as many security officers, supervisors and managers as possible to ensure IPSA is the number one professional security association in the UK and overseas. Through participation in this scheme all members can actively support IPSA. An enlarged membership will enable an enhanced package of services to be offered by IPSA including a vibrant representative voice in the processes of regulation, licensing and training which are current issues in the industry.

The Association is owned by you the members. Becoming involved in this way will enable you to demonstrate that you too can play a part in the management and development of IPSA and its objectives. We hope we can look forward to sending you a voucher or two in the near future.

International Professional Security Association

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## ***“Credibility Calling” Conference, 8<sup>th</sup> March 2005***

Invited to speak at the Security Watchdog Conference held at the British American Tobacco conference room at Temple, London, on the progress of IPSA companies towards licensing, IPSA Chairman, Patrick Somerville, realised that he had little factual information upon which to base his comments. So all our guarding companies were sent a questionnaire inviting them to help by answering questions about licensing and their expectations for their businesses and the SIA Approved Contractor Scheme.



Patrick Somerville QPM

Seventeen companies responded and enabled an IPSA presentation to be made based on sound factual information and the informed comments of directors, managers and industry practitioners. The assistance of these companies is much appreciated and the information given at the conference has drawn favourable comments from the organisers and several participants.

A summary of the main information gleaned from the exercise is reported below.

### ***The statistical data for the 17 companies revealed:***

❖ Security officers employed	3007
❖ Supervisors & others employed	212
❖ Total licensable staff	3219
❖ Ratio: 1 Supervisor to 15 Officers	
❖ Licenses applied for as at Feb '05	57
❖ Licenses received	0
❖ Applications returned	3

### ***Security Officer Licence Fees - company policy/payment arrangements:***

❖ Companies paying in full	5
❖ Companies paying in part	4
❖ Officers paying own fees	9
❖ Companies assisting applicants	11
❖ Companies not assisting	3
❖ Estimate licensing costs:	
	Aggregate £428,185
	Range £1k to £120K.

### ***Training: company arrangements***

❖ In House training	15
❖ AAB Centre approved	13
❖ Qualified Trainers on staff	10
❖ Estimated costs: Aggregate £859,750	
	Range: £5k to £ 50K

### ***Approved Contractor Scheme:***

❖ Awareness of ACS scheme	13
❖ New standard welcomed	14
❖ Awareness of SIA draft Standard	9
❖ Estimated ACS Registration Fee:	
	ranged from Nil to - £4K

What conclusion can be drawn from this exercise?

Based on this sample of IPSA companies there is both a fair bit of pessimism and some optimism. There is considerable concern about the immediate rise in operating costs, the loss of profitability in the current trading year, and the very low prospect of recovering any of that investment in the short or medium term as contracts will continue to be price driven.

Problems are anticipated with recruitment and retention of candidates especially due to the period of licensing and training. The

concession to ACS registered companies to enable officers to work during the licensing process is seen to favour the larger enterprises.

There was some evidence of long delays and errors in processing procedures both for training certificates and licence applications which were of great concern in the Door Supervisors sector – teething problems maybe - but of such a serious nature that the SIA cannot just shrug them off as being the responsibility of the contractor – BT - engaged to deliver the licensing system.

The Chief Executive of the SIA was present at this presentation and at question time which followed when more concerns were raised from the floor by other delegates.

On a more positive note there is a clear indication of support from companies and clients for the goal of attaining higher standards. However, there is concern that the benchmarks for the Approved Contractor Scheme will be set so high that it will become a register of the big and the powerful and not accommodate the medium and small companies that perform such a valuable service in local communities and deliver a quality of service suitable to their assignments and from the viewpoint of clients to their satisfaction.

Special mention was made regarding the accessibility of jobs for those with learning difficulties.

The industry has attracted people with learning difficulties and other deficiencies in basic skills. The classroom learning situation is not suitable for many of them, whereas the NVQ route of workplace learning and assessment has proved more beneficial to this type of entrant to the industry. The absence of an “apprenticeship” alternative to the required training qualifications at the security officer level would prevent some from gaining employment in the sector if unable to do the Parts 1 and 2 courses as specified. That is, notwithstanding the

requirement placed on training providers by AABs, that such learners with special needs should be accommodated in the training and assessment procedures.

The situation as described creates a barrier to entry that has not been there before. Many companies that recruit such persons for the less demanding security posts and rely on workplace learning to bring them up to the required standard for the assignments, will face a dismissal and recruitment problem.

In the grand design of the new PSI, it is recognised but not enunciated very clearly that the employment of people whose skills and abilities are in need of fairly special consideration and alternative more practical based training methods, will not now readily find employment, far less a career, in this industry in future.



***International Fire and Security  
Exhibition (IFSEC) 2005***

IPSA will again be present at IFSEC at the National Exhibition Centre (NEC), from 16 – 19 May 2005. This is the premier UK security event at which IPSA exhibits.

Be sure to visit us at our Stand No. A117. The first person each day to show their current IPSA membership card will get a free IPSA umbrella.

In past years we have been fortunate to have generous support from various sponsoring companies. If you would like to be associated with this event and gain some exposure for your own company and its services, please talk to Justin Bentley about sponsorship opportunities. Contact details:

Phone: 07767 804040

E-mail: [justin.bentley@ipsamail.org.uk](mailto:justin.bentley@ipsamail.org.uk)

## **AGM report**

The delayed Annual General Meeting for 2004 was held on 19 January 2005 at Christie's Education, London when accounts for 2003 were presented and approved.

The trading situation of the Association for 2003 remained critical in that income and expenditure were in balance only because of the agreement by Officers to defer payment for over twelve months of honoraria payments agreed by the International Council.

It is a measure of their commitment to see the Association recover from earlier difficulties and to enable policies to be implemented to improve the situation.

As members are aware, a number of measures have since been taken to address the shortfall of income over expenditure and the benefits of these changes should be felt by the end of the 2005 financial year.

## **JSIC News**

The following changes have been notified by JSIC from its new base in Lincoln:

Patron: Lord Mackenzie of Framwellgate  
President: Rt. Hon. Bruce George MP  
Chairman: Richard A Flenley QPM  
Chief Executive: Richard Childs QPM  
Administrator: Jacqui Day  
Contact details: P O Box 1034  
Lincoln  
LN6 9WR  
Tel: 01522 868000  
Fax: 01522 869604  
Web: [www.jsic.co.uk](http://www.jsic.co.uk)  
E mail: [info@jsic.org.uk](mailto:info@jsic.org.uk)

## **Red Book - 2005**

The IPSA/JSIC Security Industry Red Book Directory 2005 will be published in time for the IFSEC 2005 Exhibition. Copies will be sent to each member and member company.

This edition will contain messages from Heather Blears MP Minister of State at the Home Office, Rt Hon Bruce George MP President of JSIC, Peter Hermitage Chairman of the SIA and several leading articles about the industry at this time.

Additional copies of the Directory may be obtained by contacting the IPSA office.

### ***Training – Additional qualifications required by trainers***

IPSA qualified trainers, who do not currently hold an Adult Teaching qualification which is a requirement of the SIA to deliver courses leading to the L2 Security Operations qualification for licensing, are obtaining the qualification in several ways.

The qualifying courses are listed on the SIA web site and include:

- City & Guilds L3 Certificate in Further Education Teaching
- City & Guilds L3 No 7302 Certificate in Teaching Adult Learning
- City & Guilds L 3 Certificate in Delivering Learning.
- CIPD Certificate in Training Practice

They are obtainable through some local colleges or from specialist training bodies.

Similarly the trainers courses in Conflict Management required to deliver Part 2 (Communications and Conflict Management) are also obtainable only from certain providers.

## ***News from Scotland***

The Scottish Executive are reported to have included a clause in the Serious and Organised Crime and Policing Bill 2004 currently going through the Scottish Parliament, which will extend the Private Security Industry Act 2001 to Scotland. There is no indication when this might be enacted and the provisions brought into effect.

Meanwhile the prosecution and conviction of security company boss and his staff for violent crimes in 2003 has resulted in sentences of five and four years , probation and community service (totalling 17years) for five security staff operating a protection racket over contracts at building sites in the west of Scotland. All admitted threatening and assaulting an employee of a rival security firm and one to possession of a samurai sword on the day of the attack. Lord Hardie, passing sentences said "The problems caused in the United Kingdom by involvement of criminals in firms offering security at construction sites and elsewhere has long been drawn to attention in the media."

## ***News from the Republic of Ireland***

### ***The Irish "SIA"***

The Irish Ministry for Justice, Equality and Law Reform has announced has announced the appointment of Geraldine Larkin as the new Chief Executive of the the Private Security Authority for the Republic of Ireland based in Tipperary Authority.

Contact details:

The Private Security Industry Authority  
Davis Street, Tipperary Town

Tel: 062 31588

Fax: 062 31591

Web: [www.privatesecurityauthority.ie](http://www.privatesecurityauthority.ie)

E-mail: [info@the-psa.ie](mailto:info@the-psa.ie)

## ***News from Wales***

Dennis Ricketts is planning an IPSA regional forum to take place in the south Wales area. The venue for the first event is likely to be in the Cardiff area. If you are interested in attending events in the area, please contact Dennis and he will then keep you updated.

Dennis' contact details are:

Tel: 01495 757153

Fax: 01495 751652

Mobile: 07802 664267

E-mail: [dennis.ricketts@ipsamail.org.uk](mailto:dennis.ricketts@ipsamail.org.uk)

## ***Britsec expands into Northern Ireland***

IPSA Company Britsec International Limited has expanded its operations into Northern Ireland with the formation of NorthSec Security Services (NI) Ltd. operating from Mallusk Co. Antrim.

Deputy Chairman Justin Bentley will attend the inauguration ceremony at the new office on 4<sup>th</sup> April 2005.

### ***An extract from Chartered Management Institute news letter***

There's some welcome news for one-man-band businesses this month. From 28 February any incorporated company run by its owner, who is also the sole employee of the company, is exempt from the requirement to take out employers' liability insurance. Details of The Employers' Liability (Compulsory Insurance) (Amendment) Regulations 2004 are available from HMSO.

## Security Industry Authority News

### Licensing Dates Announced

From 10 January 2005 the Security Industry Authority (SIA) started to accept requests for licence application packs for the latest sectors to be licensed under the new national licensing scheme for the private security industry in England and Wales. On 20 March 2006, it will be a legal requirement for those working in the four new licensable security sectors to hold an SIA licence.

Sector	Open for licensing	Licence required
Security Guarding Cash & Valuables In Transit	10 Jan 2005	20 Mar 2006
CCTV Public Space Surveillance	27 Jun 2005	20 Mar 2006
Close Protection	01 Sep 2005	20 Mar 2006

Spreading the licensing process will ensure businesses continue to run smoothly while employees go through the licensing process. The dates for the introduction of licensing may be subject to change. The SIA will publicise any alterations. Businesses should not however delay applications and incorrectly completed applications will inevitably add to delays in the issue of licences.

### Bulk applications

The SIA has also introduced a system for businesses to request application forms on behalf of their employees and to return them to the SIA in bulk.

A guide to the limited bulk application process can be requested from [bulkapplications@the-sia.org.uk](mailto:bulkapplications@the-sia.org.uk)

### Employment Rights

Prompted by concerns about the position of companies faced with the possibility of having to lay off staff who are unable or unwilling to obtain licences, the following guidelines were obtained from the SIA and are published for your information.

### Fair Dismissal

Under the Employment Rights Act 1996, employees who believe they have been dismissed unfairly can complain to an employment tribunal, generally subject to a qualifying period of one year's continuous service. A statutory requirement that prevents someone's employment, such as a refusal of an SIA licence, is a potentially fair reason for dismissal. However, employers must act in a fair and reasonable manner in these circumstances. For instance, alternative duties could be sought which do not require an SIA licence. Only after attempting to make reasonable provisions would dismissal normally be fair. A booklet published by the Employment Relations section of the Department of Trade and Industry (DTI) gives further information about the unfair dismissal legislation. It can be obtained through the DTI website at [www.dti.gov.uk/er/individual/fair-p1714.htm](http://www.dti.gov.uk/er/individual/fair-p1714.htm)

### TUPE

The Transfer of Undertakings (Protection of Employment) Regulations 1981 (TUPE) seek to preserve employees' terms and conditions when a business or undertaking, or part of one, is transferred to a new employer and was sanctioned by the UK government as a result of fulfilling its obligations under the European Union Acquired Rights Directive of 1977. Usually EC law overrides domestic UK law when they conflict, however, the TUPE regulations derive their source from the EU Acquired Rights Directive of 1977 and therefore takes into account EC law.

If employment of someone would potentially fall foul of the regulations of the Private Security Industry Act 2001 (because they were denied an SIA licence), then the employer has the right to dismiss the employee or refuse to employ a potential employee under the exceptions provided by the Employment Rights Act 1996 which takes into account European Law, whether they have been transferred under TUPE or not as long as the employer acts reasonably, tries to find the employee another position which does not require an SIA licence, and with fair reason.

The Department of Trade and Industry (DTI) has stated that: "The situation is that if someone cannot legally be employed to work in a particular job, then they can be fairly dismissed on that ground (subject to the usual reasonableness test). Whether they've been transferred under TUPE or not makes no difference".

### **Approved Contractor Scheme (ACS)**

A group of IPSA Inspectors met recently to consider the new draft SIA standards for the ACS at which the Authority's Project Manager was also present. A summary of IPSA comments and recommendations was forwarded to the SIA after the meeting.

Since then the SIA have issued the following statement with respect to the standards and how they will be applied or developed:

#### **Industry Standards**

"The SIA acknowledges existing best practice and quality standards such as British Standards BS7858 and BS7499, ISO 9000, European Quality Model (EFQM) and Investors in People to which many companies in the industry already adhere.

The ACS criteria are not likely to insist on ISO9000:2000 accreditation, although it can be used as evidence to meet many of the criteria. Similarly, adherence to relevant British Standards can be used as evidence against certain criteria, such as BS7858 for vetting. Firms complying with BS7858 can be confident that this will meet the minimum standard for ACS, subject to further consultation already planned to take place shortly. The SIA would not wish to exclude from the scheme those using other procedures or standards, but the onus will be on the companies concerned to show they achieve an equivalent degree of rigour.

It is important to note that all of this is subject to review but that the SIA's broad strategic direction is one of raising rather than lowering standards."

### **The Imbert Prize**

The Association of Security Consultants has initiated an annual award dedicated to Sir Peter Imbert QPM.

The prize will comprise three separate elements:

1. An award of £1,000 for a selected dissertation submitted by an academic institution. Cranfield, Edinburgh, Leicester, Loughborough and Portsmouth universities are invited to submit on behalf of one of their students a dissertation, which must be relevant to consultancy in security. The dissertation will be submitted to an award panel appointed by the ASC. The award panel will be independent of any of the institutions submitting dissertations and be made up of members appointed by the Chairman of the ASC, the ASC Council and such other members required for purpose of adjudication.

Those persons submitting dissertations shall be invited along with one of their proposers to the annual lunch of the ASC, where the award will be declared.

All nominees will receive a plaque acknowledging their dissertations.

2. To the person making the most notable contribution in the security industry in the preceding year, as adjudged by the ASC Award Panel

3. To the ASC member that has made the most significant contribution to independent security consultancy in the preceding year, as adjudged by the ASC Award Panel.

All the prizes will include a plaque suitably engraved and mounted with an enlarged ASC crest.

## **Employment law notes**

Written by Nick O'Connor

Several key employment law innovations were introduced with effect from 1 October 2004. A summary of the main changes is listed below and these changes are reviewed in more detail in the section below on *dismissal, disciplinary and grievance procedures*.

- Under the Employment Act 2002, new dispute resolution regulations took effect from 1 October 2004, setting out revised procedures for statutory dismissals and disciplinary issues. If an employer does not follow the new rules, the dismissal is deemed to be automatically unfair. New regulations have also been implemented for the statutory grievance procedures.
- The small employer exemption was removed from the Disability Discrimination Act 1995, with effect from 1 October 2004.
- The national minimum wage rose to £4.85 per hour for all adult workers and £4.10 per hour for workers aged 18-21 years, with effect from 1 October 2004. This rise was achieved via an amendment to the National Minimum Wage Regulations 1999.
- Also under the Employment Act 2002, new tribunal claim and response forms are to be introduced between October 2004 and April 2005 (see below). The old IT1 and IT3 forms will become the new ET1 and ET3 forms respectively.
- Other new procedures, e.g. time limits, have been changed under the Employment Tribunals (Constitution and Rules of Procedure) Regulations 2004.

Several new employment law measures took effect in early 2005 and these measures are listed below.

- The new compensatory limits that can be awarded by tribunals came into force from 1 February 2005. The maximum compensatory award for unfair dismissal rose from £55,000 to £56,800. Similarly,

the maximum amount of a week's pay increased from £270 to £280, e.g. for calculating basic or additional awards for redundancy or unfair dismissal.

- From 23 March 2005, drivers in the road transport industry cannot work for longer than an average working week of 48 hours (calculated over a four-month period) by virtue of the Road Transport (Working Time) Regulations.
- After 3 April 2005, the rates for statutory maternity pay, standard paternity pay and standard adoption pay rise to £106 per week (or 90% of the person's weekly earnings if that figure is less than £106 per week).
- After 6 April 2005, the new employment tribunal claim and response forms come into use (see above).
- Also from 6 April 2005, new measures introduced by the Information and Consultation of Employees Regulations 2004 take effect and all employer-supported childcare schemes will qualify for national insurance and income tax relief up to a maximum of £50 per week.
- It should be noted that TUPE and national minimum wage reforms are due to take effect from 1 October 2005.

### ***Dismissal, disciplinary and grievance procedures***

#### **Unfair dismissals**

Under the Employment Act 2002, new dispute resolution regulations took effect from 1 October 2004, setting out revised procedures for statutory dismissals and disciplinary issues. The revised procedures apply to most types of dismissal, including the following scenarios.

- A redundancy dismissal (except where 20 or more employees are concerned).
- Non-renewal of a fixed-term contract.
- Retirement dismissals.
- Dismissals during the first year of the employment contract, depending upon the circumstances of the case.

The factors that cause an employer to dismiss a person will need to be set out in writing, sent to the employee and a meeting held to discuss these factors. Each employee has a right of appeal and a separate meeting should be held to hear the appeal. If the employer fails to comply with a key stage of the procedure (e.g. provision of the company's dismissal process in a new recruit's terms and conditions of employment), the employer may have to pay compensation to the employee (i.e. two to four weeks' pay).

### Disciplinary and grievance disputes

It has been suggested that employers who use the ACAS codes of practice on disciplinary or grievance procedures, will avoid some of the problems raised by the new procedures. As with the procedures on dismissal, the actual grievances and their causes should be set out in written form, sent to all parties and a meeting should be held between employer and employee to discuss the problems. The employee will need to treat the grievance or disciplinary matter as a formal issue to be resolved. If this is not done, the employee loses the right to bring the unresolved grievance or disciplinary complaint before a tribunal at a later date. Thus, an employee cannot make a complaint to a tribunal, unless he or she has sent details of his or her grievance or disciplinary issue in writing to the employer and waited for a period of at least 28 days for the grievance to be resolved.

With disciplinary procedures, the accent is laid upon both employer and employee using the internal mechanisms more rigorously, e.g. the employer should give full information about the basis for a disciplinary measure (in writing) and the appeal procedures should be demonstrably fair. The overall aim of the new procedures is to encourage and strengthen internal policies and structures, so that fewer claims go forward to tribunal hearings, thereby allowing tribunals to consider the main cases rather than a mass of minor claims. The new requirements try to address this problem by introducing a basic three-

stage process for the resolution of workplace disputes (grievance or disciplinary), as shown below.

- Submission of the dispute details and causes to all parties in writing. In the employer's case, it would be a statement of the problem and the reasons why the employer is considering dismissal or serious disciplinary action.
- A meeting, which is held to discuss the written submission and to agree upon a solution. Each party must have ample opportunity to explain their case. This meeting should be held without unreasonable delay, at a reasonable time and at a reasonable location. Likewise, the employee should take all reasonable steps to attend the meeting. For all intents and purposes, this meeting is a hearing if it is conducted under the new procedures. If the decision is dismissal or serious disciplinary action, the employee should be informed of his or her right to appeal.
- If necessary, an appeal meeting to review the findings of the first meeting. The employer should be represented by a more senior manager than attended the original meeting and this manager has the power to take a final decision. After the appeal meeting, the employer informs the employee of the final decision.

If the disciplinary or grievance procedures have not been followed, a tribunal can hear the claim and decide which party was at fault. If the employee was at fault, the compensatory award could be reduced by 10%-50%, whereas if the employer disregarded the procedures, the compensation could be increased by the same amount.

The disciplinary procedures apply to instances where disciplinary action is taken on the grounds of conduct or capability and where the outcome is either dismissal or just falls short of dismissal.

*Continued on page 10*

The statutory procedures are not really intended for minor disciplinary issues, where the outcome could be a warning, although demonstrably fair procedures are required for minor disciplinary matters too.

It should be noted that an employer who dismisses an employee without using the new procedures is guilty of automatically unfair dismissal. Having said that, there are a few cases in which the statutory procedures may not be followed and examples are shown below.

- If one of the parties acts in an unreasonable manner, i.e. he or she is violent or abusive or displays threatening behaviour.
- If one of the parties is absent, e.g. on long-term sickness absence.
- If the grievance or disciplinary matter is undergoing review with collective bodies, e.g. trade unions, works councils or employee associations.

**Note:** the new procedures do not apply to contracts for services, e.g. contracts with freelance or subcontract workers. Only employers, employees and apprentices are covered by the requirements.

An interesting result of the new requirements concerns the activities of whistle-blowers. Under the Employment Tribunals (Constitution and Rules of Procedure) Regulations 2004, details of employment claims (including whistle-blowing) cannot be released for public scrutiny. The claims will be available when they are heard and discussed before a tribunal, but it is often the case that such claims are settled out of court, prior to a hearing.

*Nick O'Connor*  
*Senior Partner, Hamilton Porter*  
[www.hamilton-porter.com](http://www.hamilton-porter.com)

## ***Member Services***

### ***Membership News***

The International Council is happy to welcome the following new individual members to the Association:

Mr Brown  
Mrs Christie  
Mr Edwards  
Mr Foord  
Mr Jenkins  
Mr McPherson  
Miss Nkosi  
Mr Odjurhe  
Mr Petre  
Mr Potter  
Mr Rehman  
Mrs Ruffett  
Mr Soetan  
Mr Taxis  
Mr Weir

We have also received one company application during the same period.

### ***International Council - election of officers.***

The Council met on 19 March 2005 and elected the existing office holders for a further term of office of three years.

### ***E-mail addresses***

A reminder to all members, please make sure that we have a current e-mail address if you have access to the internet. As a lot of information these days needs rapid responses, more of our information is being sent to members by this method.

### ***Employment News***

Budget 2005 announcement re increases in the Minimum Wage:

From October 2005 £5.05 per hour  
From October 2006 £5.35 per hour