

BCRP National Standards Policies and Procedures



Version 1.0

Approved at board meeting October 2019. Published November 2019.

Published by



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Introduction

Overview

This document is designed to provide a single point of reference for those involved in setting and working with the standards. The contents will be reviewed by the Standards Board at least annually who may direct that changes are made as appropriate. Directed changes and non-material amendments, such as changing references or formatting will be made by the NBCC. This document does not supersede any written contracts or agreements between parties in relation to the standards, accreditation or any other business.

The Standards

The National BCRP standards were developed as a collaborative effort between BCRPs, businesses, police forces and other stakeholders. The first official assessments under the new standards were carried out in late 2018 and since that time they have been amended and improved.

The Standards themselves include numbered statements as well as short notes which are provided if the board considers that further explanation is necessary.

The Standards Board

The board provides a top level of governance for the standards themselves. Setting the standard and agreeing amendments as appropriate. The National Business Crime Centre own and maintains the standards on behalf of the board. The board does not conduct assessments itself nor does it oversee individual accreditations, therefore an accrediting body is appointed.

The Accrediting Body

The Accrediting Body oversees the assessment and accreditation process. It examines the processes and procedures of organisations that provide assessments against the standards to ensure that the standards are being appropriately measured against. It approves these organisations, their assessors and audits their procedures. The Accrediting Body also issues the certificates following a successful assessment.

The Assessing Organisations

The Assessing Organisations conduct assessments against the standards. In order to conduct assessment that result in accreditation being awarded, they are required to design and implement an assessment scheme that is then approved by the Accrediting body.

The assessing organisations may also provide advice to partnerships in order to assist them in achieving the standard.

The National Business Crime Centre

The NBCC is a unit hosted in the Metropolitan Police Service and overseen by the National Police Chiefs' Council lead for Business Crime. They are a national stakeholder for the standards as well as providing an independent secretariat that owns and publishes the standards on behalf of the board.

Overview of accreditation

Governance

The Standards Board provide the top level of governance and make decisions on the Standards themselves as well as matters that are not appropriate to be decided by the Accrediting Body or Assessing Organisations. Matters that are appropriate to be delegated will be so delegated either with or without any direction or recommendation from the board.

Length of accreditation

The length of accreditation is set as 2 years from the date of certificate issue. Any renewal granted in the 4 calendar months prior to expiry will have 2 years added onto the expiry date so as not to disadvantage those applying early. If a recommendation by the AO is received by the Accrediting Body before the 4 calendar months prior to expiry, the accreditation period will be 2 years from certificate issue. The assessment process must have taken place within a reasonable time before recommendation as determined by the AO's procedures and the code of conduct to ensure that any assessments and evidence are still valid at the point of recommending accreditation.

Any accreditations not renewed within one month of their expiry will be removed from the directory and they may not display or use any related wording or marks, unless all the following applies:

- They hold an expired accreditation that has not been revoked
- Based on the below, the AO that is assessing them recommends that an extension is granted.
 - They are actively undergoing assessment
 - They are likely to pass this assessment within a reasonable amount of time
 - There are no indications that the partnership is acting unlawfully
 - There are extenuating circumstances that prevented the partnership being renewed in time
- This extension may be a maximum of 6 months from the date of expiry.

In which case their status will be considered to be undergoing assessment following expiry.

However, use of marks and wording (in particular registered trademarks) may be subject to restrictions through separate agreements or contracts. The partnership should be mindful that they may need to seek permission from the Accrediting Body or others, to use or continue to use these any time after expiry or during the extension period. Additional restrictions may be applied, compared to an accredited partnership.

Levels of accreditation

The board currently only recognises whether a partnership has passed the accreditation or not.

However the board has agreed that the Accrediting Body may recognise that some partnerships are working towards accreditation if they are newly set up or managed and therefore are unable to provide evidence against certain standards. This status may last up to one year and an assessment must still have been undertaken which determines that there is no reason to believe that the partnership is operating unlawfully. Additionally, the

standards that are not met are such that the partnership could not be expected to have met the standards due to their circumstances. The NBCC will list these partnerships in such a way that prospective members can see their status.

It is currently recommended that both the accreditation of the partnership as well as any assessor comments are published in order to highlight any particular area of notes.

Board Terms of Reference

Objectives and Role of the Board

- Ensure that the standards remain current and meet the needs of all key stakeholder groups
- Makes decisions relating to amendments and governance of the standards.
- Champion professional recognition
- The Board is a forum for discussion of the standards and issues relevant stakeholders, which are:
 - Businesses
 - BCRPs
 - Police
 - Other interested parties eg. Business Improvement Districts (BIDs), place management, academia
 - Assessing Organisations and the Accrediting Body

Governance

- The Standards Board (the Board) is unincorporated and is not a legal entity. As such, it cannot hold property or expend funds itself.
- The National Business Crime Centre owns and publishes the standards on behalf of the board.
- The board is made up of representative from the stakeholder groups, and include local, regional and national representation as deemed necessary.
- The board will make decisions on amendments to the Standards at least annually.
- It is envisaged that decisions will be made by consensus. However, in the event of the need for a vote each member of the Board will represent their organisation, and each organisation will have a single vote. All decisions relating to the Board are made based on a majority vote and the Chair has a casting vote in the event of a tie.
- Declaration of interests or conflict should be made where relevant and members must abstain from votes, where a conflict is identified.
- Quorum is 7 of the voting members listed, out of the 13 in the membership structure. Proxy votes are acceptable for matters that have been notified in advance and remote communication technologies may be incorporated at the Chair's discretion to extend participation. Abstention on a particular vote still counts towards quorum.
- If quorum is not achieved, discussions may go ahead and the results of votes recorded but the decision will not be ratified unless either:
 - All additional voting members are given the opportunity to subsequently vote, for a minimum period of 14 days, and provide their vote (or actively abstain) such that quorum is reached or
 - The number of votes for or against would qualify as a majority irrespective of all remaining uncast votes.
- In the case of appeals to the board against actions of the Accrediting Body, quorum will not apply and it will be sufficient that there are at least three board members including the Chair, Vice-Chair or a duly appointed deputy. Ordinarily, AO and Accrediting Body members of the board and any other parties likely to have a conflict of interest should be absent although representations may be heard.

- Any references to one member of the board shall apply to their deputy (or Vice-Chair in the case of the Chair) where appropriate.

Resources & Budget

- The National Business Crime Centre will provide the secretariat for the Board, arranging meetings, agenda and minutes. Each member of the Board attends on a voluntary basis is responsible for funding their own attendance to meetings.

Membership

Membership of the Board is open to representatives of the stakeholder groups. Members should:

- Have relevant expertise or experience
- Represent a specific organisation or group
- The period of membership is not prescribed
- The total number is not fixed, but a balance between the stakeholder groups is expected to be maintained
- Members may be assigned specific areas of responsibility or oversight.
- The membership of the Board will be reviewed annually

Membership structure

Votes	Organisation	Current Board Member
1	NBCC	PH
	NBCC	DWIs
1	Police	AD
1	BCRPs	LP
1	BCRPs	HW
1	Independent	AS (Chair)
1	Place management	CM
1	Assessing Organisation (NABCP)*	DW
1	Assessing Organisation (R&T)*	RD
1	Assessing Organisation (NBCS)*	SB
1	Business	TE
1	Business	EW
1	Business	VC
1	Accrediting Body (PCPI)	GC
	Accrediting Body (PCPI)	MBI

*If there are more than 3 AOs in future, the position will be reviewed as it was initially suggested that a maximum of 3 seats on the board would be from AOs to ensure that other stakeholders have sufficient weight. In which case a panel of lead assessors may become viable and provide representatives as an alternative.

If unable to attend, board members may appoint a deputy/proxy. Police forces may appoint a deputy or proxy from another force area. Similar provisions apply for other members if their deputy is from the same type of organisation and is agreed by the Chair. The NBCC have only one vote however will normally provide two people in order to perform their required functions as a stakeholder and the secretary. A similar provision applies for PCPI when necessary.

Meetings

- The Board will normally meet at least annually to review the Standards.
- Meetings will be chaired by a Board member.
- The Chair will be elected or re-elected every 2 years.
- A Vice-Chair will also be elected at the same time
- Topics for the agenda will be set by the Chair and Secretary
- Meeting papers will be circulated at least 7 days in advance
- Non-members may be invited to group meetings if deemed relevant or necessary by prior agreement with the Chair/Secretary.

Decision making between meetings

Given the everyday demands on all the board members it is not practical to meet frequently. If decisions are required between meetings this can be achieved via email, conference call, or other communication at the discretion of the Chair. Quorum is still required and the Chair/Secretary will communicate the information that is required and will collate responses. This process may also be used for extraordinary board meetings however, in these cases the use of remote conferencing facilities should be favoured over email exchange.

Review

The terms of reference and other policies and procedures are reviewed at least annually. Regular agenda items are listed in Appendix 1.

Process for, Suggestions, Complains and Appeals to the board

Suggestions to amend the standards or policies that do not constitute a complaint, may be made informally or formally to the NBCC, the Chair/Secretary or any board member. These may be discussed or considered for inclusion at the next board meeting. Suggestions are encouraged that improve fairness in the way that the standards apply and promote equality.

Complaints or appeals to the board must be made in writing by email to the NBCC via contact details found at nbcc.police.uk or to the Chair/Secretary if these details are published separately.

These may only be in relation to either:

- Conduct or decisions of the Accrediting Body or a member of staff of the Accrediting Body where it is suggested that a policy or procedure has not been properly applied or there has been other impropriety or misconduct and in any case (unless wholly

inappropriate) this has already been raised to a senior member of the Accrediting Body but has not been satisfactorily resolved.

- A breach of statutory regulations or legislation by the Accrediting Body.
- Complaints regarding the conduct of a member of the board where this conduct either discredits the scheme or conflicts with the purpose of the board
- Complaints regarding the contents of the standards or the policies and procedures set by the board

Other complaints or appeals must be made at the appropriate level e.g. to the AO regarding assessments or assessors, or the Accrediting Body regarding AOs. The board will refer any such complaints back to the appropriate organisation either with or without comments if deemed to be submitted incorrectly.

Complaint/Appeal Process to be followed by the board

If the complaint or appeal is against a standard or policy it must be referred to a board meeting. Arrangements should therefore be made for it to be considered either as part of the next agenda or an extraordinary meeting and the following process should not be followed.

Complaints and appeals follow the same process (unless specified) and therefore references to complaints and complainants below will apply equally as if to appeals and appellants. The person receiving the complaint must make the Chair aware. Following notification the Chair will then, in consultation with any appropriate persons, take the following action:

- Decide whether the complaint/appeal is appropriate to be considered by the board or otherwise direct it to the most appropriate organisation.
- Decide on whether they will oversee an investigation or decision making panel, or who the most appropriate board members are to do so. Normally this will be the Vice-Chair if the Chair is unable to participate.
- The person overseeing the panel should appoint at least 2 other members to form the panel and discuss the complaint. They may also appoint additional external persons if their expertise would be beneficial to the panel and seek advice or information from anyone they deem necessary.

Any conflicts of interest must be taken into account and board members with a perceived conflict or bias must be excluded from the process. Comment may still be invited from them.

A complaint will be reviewed based on the information and evidence initially provided by the complainant. The lead may, or may not, ask for additional information based on what they believe to be the most proportionate action.

The panel will consider the issues raised and any supporting evidence. The possible outcomes are one or more of the below:

- Recommend removal of a board member. The member may then voluntarily resign or request that the decision is put to a vote at a board meeting (members with any conflict of interest or bias will abstain)
- Recommendations to the Accrediting Body
- Requirements made to the Accrediting Body
- Recommend amendments to the standards or policies to the board
- No further action to be taken
- Complaint deemed to be unfounded or unable to be progressed due to a lack of specific information, evidence or other reasons.

All parties to the complaint should be advised of the action decided within 28 days of the decision.

If a standard or policy is recommended for change due to a complaint or appeal the revised standards may not be applied until appropriately approved by the board as for all other changes. This should be conducted as soon as possible to prevent delay to the assessment in question and any reoccurrence of an appeal made on the same basis.

Role and appointment of an Accrediting Body

The role of the Accrediting Body

- Ensure that there is independent oversight of the assessment and accreditation process
- Inspect and audit the process by which Assessing organisations conduct assessments and manage their assessors. If satisfied with the processes, approve those assessing organisations

The Accrediting Body is not involved in the governance of the assessing organisations themselves.

Appointment of Accrediting Body

The first accrediting body, Police Crime Prevention Initiatives, better known by their brand Secured by Design, was appointed at the initiation of the standards. They provide oversight and promote the standards coupled with the Secured by Design brand.

The Accrediting Body is appointed by the board.

Functions of the Accrediting Body

Once appointed the Accrediting Body will make decisions in order to perform their functions. Without prejudice to this, they may refer decisions to the Standards Board if it is beneficial to the transparent and proper conduct of the scheme.

The accrediting body will:

- Approve assessing organisations and issue contracts to conduct assessments
- Approve assessors on the recommendation of the lead assessor of an Assessing Organisation
- Publish a code of conduct for Assessing Organisations and assessors to adhere to
- Issue certificates
- Publish assessor notes
- Advise the board on the process of Accreditation

Fees

The Accrediting Body may charge a fee for:

- Processing applications to become an Assessing organisation
- Approval of an assessing organisation
- Registration of assessors
- Issue of accreditation and certificates

The fee schedule is set by the Accrediting Body and major amendments are subject to approval by the board.

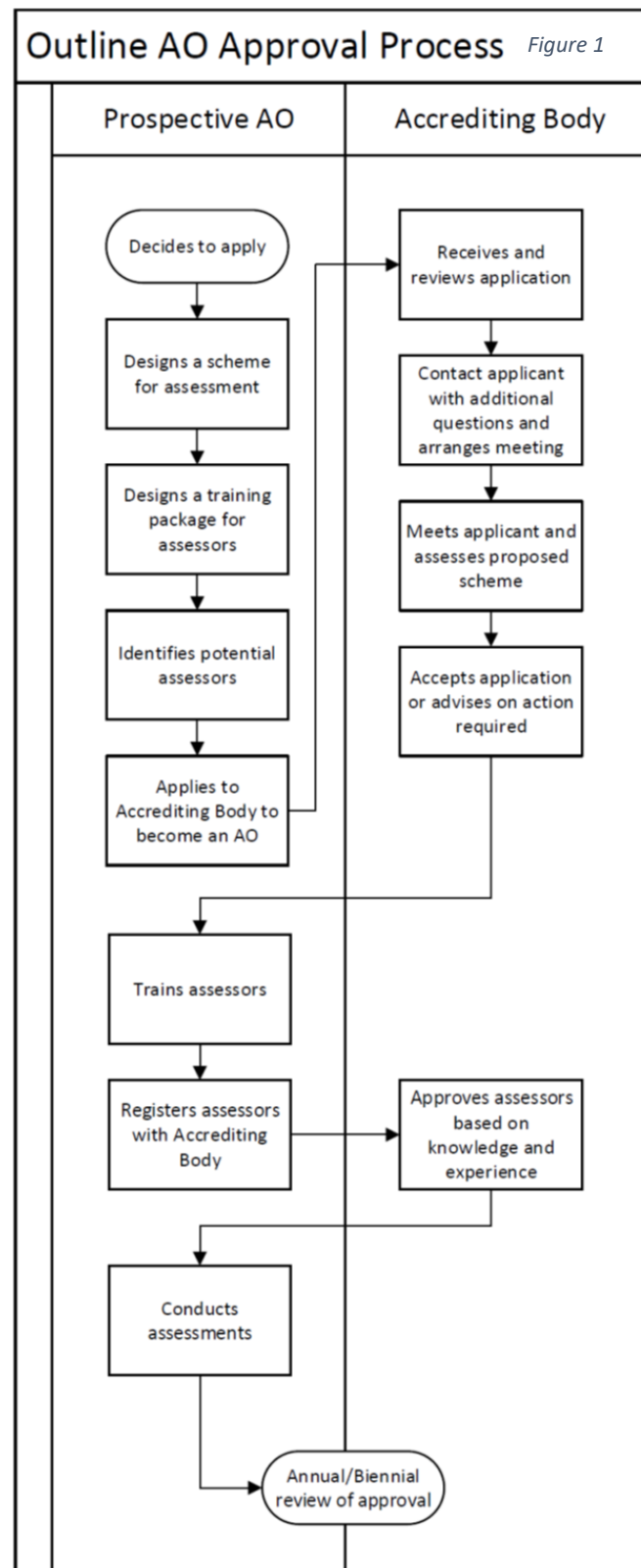
Complaints

Complaints against the Accrediting Body will first go to a senior staff member of the Accrediting Body for review prior to escalation to the Standards Board should the complaint remain unresolved. This will be raised at the next scheduled board meetings or sooner via

alternative means if the Chair deems it necessary. The board may direct that the complaint be referred back to the Accrediting Body for a decision or make a direction as to the required action. The Accrediting Body must report any resolved complaints that were not escalated to the board and their outcomes to the board at the next meeting.

Procedure to become an Assessing Organisation (AO)

An organisation must demonstrate to the Accrediting Body that they are capable of administering a scheme that robustly assesses against the national standards. On renewal they must demonstrate that they have done so consistently over the previous approval period and will continue to do so.



Assessment Scheme

The AO must design a scheme for assessing partnerships that allows the Accrediting Body to provide assurance to the board and other stakeholders that the standards are being adhered to. This will include criteria for selecting assessors as well as processes to keep assessors up to date and managing potential conflicts of interest. This should also set out the process of assessment, retention and security of data, governance, appeals and complaints.

Appointments

As part of the scheme an AO must appoint the following:

- Senior responsible officer
 - Has overall responsibility for the scheme and the authority to sign agreements.
- Co-ordinator
 - Administer the scheme and act as a point of contact. Is not required to be an assessor.
- Lead Assessor,
 - Has oversight of the assessments carried out and makes recommendations for accreditation and appointment of assessors. Must be registered as an assessor (see below)
- Deputy lead assessor,
 - Has oversight of the assessments carried out where required due to volume, other reasons or where a conflict of interest prevents the lead assessor's involvement. Must be a registered assessor.

The same person may fill the SRO, Lead Assessor and Co-ordinator role if convenient. There must be at least one other person who is approved as an assessor to act as the deputy lead assessor. Therefore, the minimum staff requirement for a scheme is two registered assessors.

The lead assessor for a prospective AO may apply to the Accrediting Body to become an assessor without being recommended by a lead assessor as would ordinarily be required (see page 15). Their application will be considered by the Accrediting Body who may, if deemed necessary, provide the contents of the application to, and consult with, other registered assessors in order to make a decision about approval.

Approval

Approval will be granted in line with the Accrediting Body's procedures. The length of approval will depend on a number of factors including previous approvals and conduct.

Continuing approval and renewal

The Accrediting Body may revoke approval at any time in accordance with any agreements, contracts and the code of conduct. Otherwise it will be subject to a renewal application annually, or after a period set out in and contract or agreement between the AO and Accrediting Body.

Appeals

Appeals against a decision by the Accrediting Body to grant, refuse or withdraw approval of an Assessing Organisation will first go to a senior staff member of the Accrediting Body for review prior to escalation to the Standards Board. The Standards Board will only hear appeals where there is evidence to suggest that the Accrediting Body has acted improperly and not in accordance to the policies and principles of the standards. This will be raised at the next scheduled board meetings or sooner via alternative means if the Chair deems it necessary.

Each assessing organisation must have an appeals process as part of their assessment scheme to manage appeals regarding decisions whether or not to recommend a partnership.

Complaints

As the Accrediting Body only oversees the systems and processes of an assessing organisation these are the only matters that they can consider. There must be specific evidence to warrant any investigation by the Accrediting Body. The outcome may be to take no further action or require improvement or ultimately to revoke approval at the discretion of the Accrediting Body. This will be in line with the Accrediting Body's policies, contracts and agreements that are in place and the code of conduct.

If there are complaints regarding individual assessments these should be referred to the Assessing organisations that the assessor is working on behalf of. This also applies to complaints about assessors. The AO must notify the Accrediting Organisation of any complaints that have been made against or in relation to an assessor and the action taken within timescales in the code of conduct. The Accrediting Body must notify the board at the next board meeting of any complaints that it has managed,

Registration of assessors

Process for registration

An assessor must have suitable knowledge and experience to be registered as an assessor. The Accrediting Body will only register an assessor on the recommendation of the lead assessor from the Assessing Organisation that they intend to provide assessments for. It will be this organisation that is responsible for overseeing their assessments.

Summary

1. Prospective assessor completes form detailing experience
2. Lead assessor for AO reviews form and if they consider the experience to be sufficient recommends that the assessor be registered
3. Accrediting Organisation considers the recommendation against any additional criteria
4. Registration granted until renewal

The period of registration for an assessor is 2 years however they will cease to be registered if their AO ceases to be approved. The renewal process will be determined by the accrediting body and should not be unnecessarily burdensome for any active assessor.

Criteria for assessor registration

The proposed assessor must apply to be registered providing evidence of their experience, qualifications and knowledge as appropriate in relation to each of the 5 areas of assessment. They must also provide evidence of their ability to conduct assessments.

The exact criteria for assessors will be at the discretion of the Accrediting Body, however the board may make recommendations. Assessors must have at least a basic Disclosure and Barring Service (DBS) check.

If an assessor wishes to conduct assessments for more than one AO, they must be registered by each organisation but remain personally responsible for adhering to contract terms with any current AO. The Accrediting Body will assume that a duly recommended applicant is free from restrictions and will not revoke registration solely on the basis of an alleged breach of contract as this is a matter between the individual parties to any contract or agreement.

Appeals

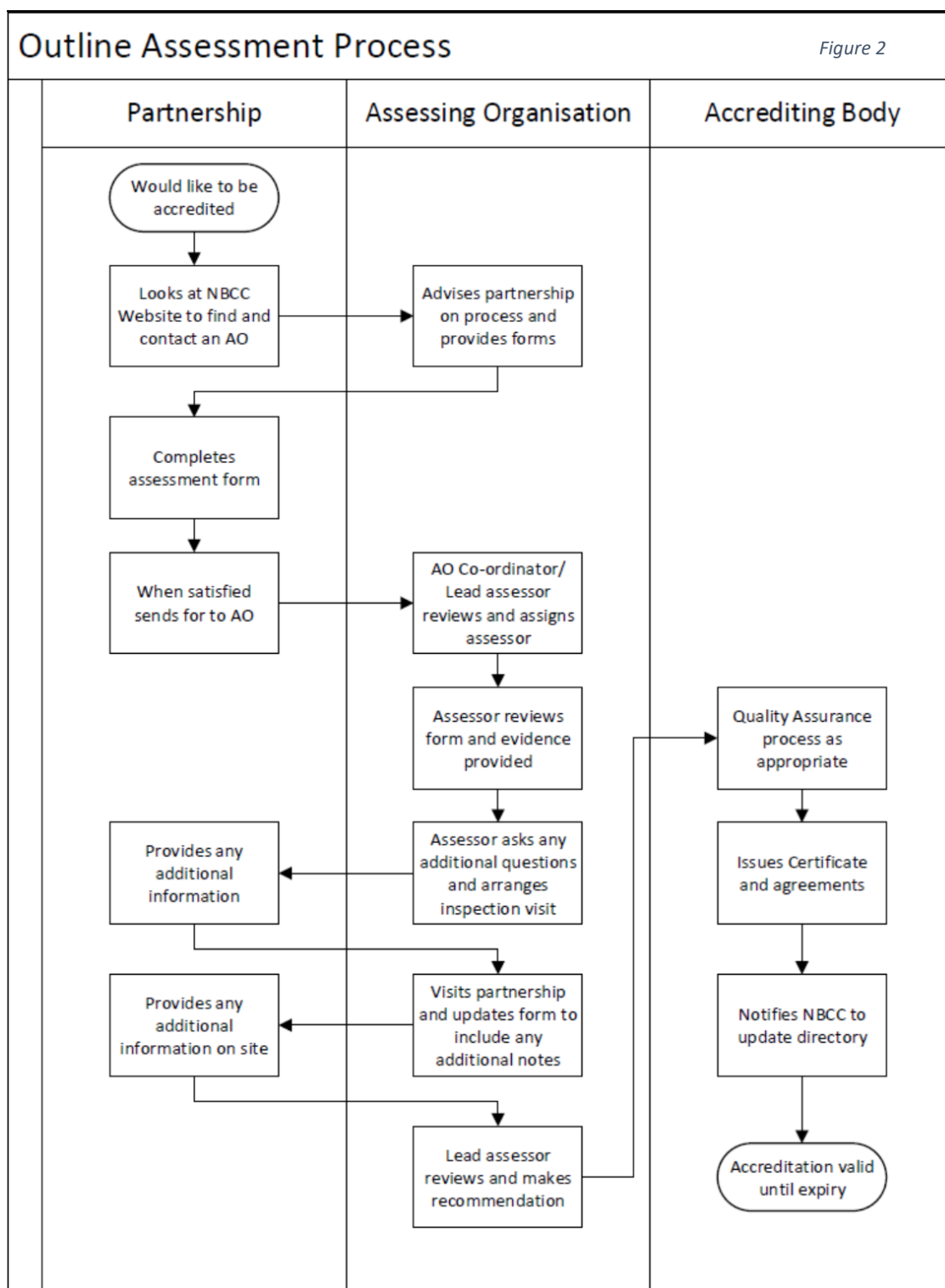
Appeals against a decision whether or not to recommend an assessor for registration will be managed by the governance within the AO. Appeals against a decision by the Accrediting Body to grant, refuse or withdraw registration of an assessor will first go to a senior staff member of the Accrediting Body for review prior to escalation to the Standards Board. The Standards Board will only hear appeals where there is evidence to suggest that the Accrediting Body has acted improperly and not in accordance to the policies and principles of the standards. This will be raised at the next scheduled board meetings or sooner via alternative means if the Chair deems it necessary.

Conduct of assessments

Assessment process

The exact methods of submitting the information will vary between AOs, having been agreed by the Accrediting Body, however the process must achieve the same rigor as that outlined below and include:

- Collection of evidence against the standards,
- An inspection visit to the partnership and assessment by a registered assessor and
- A recommendation by the AO's lead assessor to the Accrediting Body.



Assessment Documents

Assessor Notes

These are a single approved set of guidance notes to ensure consistency between assessors regardless of the AO they are assessing on behalf of. Assessors from the AOs will collaborate with the Accrediting Body to produce the guidance notes. These can provide more detail about what is required to demonstrate that the standard set by the board has been met. These are owned and published by the Accrediting Body to ensure that there is only one version.

The board do not need to agree changes to these however amendments will be reviewed.

Assessment document template

This is a template document for recording and submitting assessments to the Accrediting Body for a certificate to be issued. The template is provided to enable AOs to complete assessments.

Assessing Organisation's assessment documents

If an AO wishes to make use of their own system or format for assessments, they may do so provided that the requirements as set out by the Accrediting Body are met. The AO will be responsible for updating the document when the standards are amended

Code of conduct for AOs

The Accrediting Body will publish a code of conduct for Assessing Organisations in order to maintain standards of assessments and value of the scheme. The board will have an opportunity to comment on these.

Certificates

The Accrediting Body will issue all certificates on receiving a satisfactory assessment and subject to any quality assurance process.

Directory

NBCC will update the directory of accredited BCRPs on their website once notified that a certificate has been issued.

Applicant notes

These are guidance notes for a partnership to successfully become accredited. AOs may choose to provide these to the partnerships that they are assessing. Collaboration between AOs on producing and publishing these notes is encouraged. As these are provided by individual organisations there is no governance surrounding these and the owners are the organisations that provide them.

Other organisations that are not AOs may provide advice to partnerships however are not entitled to make use of the Standards logo or represent themselves as assessors as part of this scheme.

Appendix 1 - Standards board regular agenda items

Item	Owner
Attendees and Apologies – Determine any proxy votes and if quorum is achieved.	Secretary
Agreement of previous minutes	Secretary
Report from the Accrediting Body <ul style="list-style-type: none"> • Overview of changes to assessor notes • Complaints against the Accrediting Body • AOB 	PCPI
Changes to Policy and Procedures	Chair
Changes to the Standards	Chair
Election or re-election of Chair and Vice-Chair every 2 years.	Secretary
Any Other Business	Chair/Others