



BENCHMARKING REPORT 2019

Introduction

The networking and benchmarking group was formed in 2018 as a group of like minded companies who had developed working relationships through K7 Compliance Ltd. The key objectives were as follows:

- Developing business opportunities
- Creating trusted partners
- Market intelligence sharing
- Best practice workshops
- Common procurement
- Benchmarking performance

The group abide by a charter - <https://www.k7-benchmarking.com/> and hold regular networking meetings.

Members

The following companies are part of the networking and benchmarking group:

- Amalgamated Ltd
- Capricorn Security Group
- Compact Security Services
- EMS Security
- Five Brothers Ltd
- Gardant Security Ltd
- GUK
- Interforce
- Key Security Group
- KeyPlus Security
- Kingdom Services Group
- Leon Guarding
- Project Security
- SFS UK
- USSG

Performance

Turnover and Profit

The range of turnover for the group was between £120,000,000 and £365,000. For all companies, turnover has increased over the previous period. Profitability ranged between 11% margin to 33% margin. Profitability had remained constant from the previous period, with some companies profitability reduced. Companies specializing in keyholding generally worked on larger margins,

ACS Performance

ACS performance has improved across all businesses other than one. Although the new scores have kicked in the overall net gain has been good. The new requirements have been met in full by all organizations other than one. The ACS scores have ranged from 32 to 142 (scored under the new ACS).

Staffing Levels and Employee Indicators

Kingdom and GUK were taken out of the calculation due to their unique reporting systems and their scale of size. The average number of operational staff across the networking group was 61.57, with an average of 9.53 support staff.

Average starters for the group is 6.09 per month with 2.06 leavers per month. Average monthly staff appraisals are 1.87. The average number of days absence is 5.99. The number of training units completed per month is 6.04.

The average refresher training score was 71.41%

Health and Safety

The average number of missed check calls across was 92,74 against an average operational staff of 61.57 equalling 1.5 per person. There were 0.04 accidents per month and 0.06 RIDDOR accidents per month.

Contracts

The average number of contracts won per month is 1.91 with contracts lost 0.85. Tender submissions equalled 0.85.

Customer Service

The average number of customer complaints was 0.6 with customer compliments at 1.09 per month. A customer survey was conducted across the group the overall group score was 92%. The turnout was not great with only 27 returns

Operational Performance

Across the group there were 0 data breaches (excluding Kingdom Services Group). An average response time for keyholders was 16,58 minutes.

Employee Opinion Survey

An employee opinion survey was conducted in 2019 across the group. The survey was conducted across 25 questions.

519 employees took part in the survey

14 companies participated in the survey.

The average employee satisfaction factor was 17.55.