



Letter of introduction

Dear Sir/Madam,

I am writing to you on behalf of the Home Office and Security Industry Authority (SIA) to request your support for an important research project. The findings of this research will support the considerations of the Home Office and the SIA of the recommendations made by the Manchester Arena Inquiry. Your participation in this online survey will provide valuable input to this work.

The safety of people in the United Kingdom is always the top priority for the UK Government. That is why, following the horrific terrorist attack on the Manchester Arena on 22 May 2017, which resulted in the loss of twenty-two innocent people's lives and life-changing physical and psychological harm to many others, the Home Secretary established the Manchester Arena Inquiry under the chairmanship of Sir John Saunders. The purpose of the Inquiry is to investigate the circumstances of the attack and make recommendations as appropriate.

In June this year, Sir John published the first volume of his report¹ which addressed the security arrangements at the concert. He made the following monitored recommendations to the Home Office and the SIA:

- MR7: The requirement that only those monitoring CCTV under a contract for services need to hold an SIA licence should be reviewed.
- MR8: Consideration should be given to whether contractors who carry out security services should be required to be licensed.

If your organisation has CCTV, we would like to hear from you whether your CCTV is monitored in-house or contracted out, including those whose recordings are only viewed post-incident. We also welcome your views if you are an individual who works in-house monitoring CCTV, i.e. not via a security contract.

We would also like to hear from those organisations that either buy or supply manned security services or CCTV monitoring. This includes organisations within the security industry who supply services, as well as those from other industries, who buy these services.

The Home Office and SIA are working closely together to consider these recommendations. To inform that consideration, we need to better understand and explore the views and experiences of the people and

¹ [Volume 1 Report – Manchester Arena Inquiry](#)

businesses, like you, who have in-house/contracted out security or who are involved in the provision of security services. We are therefore launching a market research exercise **and we are asking for your help please.**

We have commissioned Agfora and Plus Four Market Research (Plus4) to carry out this work, and we very much hope that you will participate. You/your organisation will not be named in the report and any information you provide will be treated confidentially.

If you run or work for an organisation, you will need to be able to answer the questions on behalf of your organisation, so **we would welcome the opportunity to hear from the person responsible for security decision-making at your organisation.**

Your support for this work would be greatly appreciated and an important contribution to keeping the public safe.

If you have any questions, you can contact Plus4 in the first instance for further information [Cara Allan@plus4.co.uk](mailto:Cara.Allan@plus4.co.uk).

Should you wish to further verify the contact you have received, you can contact PublicProtectionTeam-publicresponses@homeoffice.gov.uk

The survey link is in your covering email. It should take no longer than 15 minutes to complete.

The deadline for completion is **30th April 2022.**