

Brooknight Security

Brooknight Security use Experian's background checking services to speed up employee vetting and improve employment rates

Brooknight Security provide a range of security services to corporate and retail customers including New Look, Mothercare, Homebase, Primark and Swarovski. Recruiting suitable security staff is a key business activity, and with the company continuing to grow, they often needed to security screen large numbers of people at very short notice.

Using Experian's pre-employment screening service and background checks, they've been able to streamline the process – reducing vetting times to less than three weeks – and improve employment rates.

Challenge

The security industry is based on volumes. It requires lots of people to be licensed, vetted and initiated very quickly. And with the right people quickly being snapped up by competitors, reducing the time from interview to deployment is absolutely critical.

As part of the security industry standards, all staff must be security screened to British Standards 7858 before employment commences. BS 7858 requires that no company should employ persons whose career and history suggests that they may not be able to resist temptations that put their employers in breach of security.

They'd always taken the same approach as the rest of the industry and employed three vetting officers to manage the screening process.

While the process worked, it proved very labour intensive. Obtaining the necessary details, such as proof of address and residency, then carrying out reference, finance and criminal checks, took time – even more so if there were any issues with a candidate. Reference checking can be particularly time-consuming in the security industry, as people tend to work in a lot of short-term roles, and Brooknight were often using the whole 12-week allowance to complete candidate checks.

As well as being overburdened with paperwork, Brooknight frequently lost candidates who, put off by the slow manual processes, dropped out after a successful interview.

Because the industry as a whole had never deviated from these manual processes, the company had initially been sceptical about the viability of automated checks.

“Experian told us most vetting cases would be completed within three weeks, which is considerably shorter than what we'd achieved previously. We've now been using the service for a couple of months and the results have been outstanding, with many cases being completed in less than three weeks.”

David Marchio, National Accounts Director, Brooknight Security

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Solution

Experian proposed a way for Brooknight to streamline their screening process, significantly reducing both the time taken for basic and full screening, and the amount of manual input.

Our background checking service offered:

- A sophisticated online system to manage the process. Applicants use a Brooknight branded system to complete the initial application form then, once a candidate has been interviewed and accepted for the position, the screening process begins at the touch of a button.
- A team of over 80 background checking specialists to help candidates gather the right information and chase for references, to improve response times and give a better candidate experience.
- Instant adverse financial and identify checks, and an early notification of criminal checks. This allows quick assessment of the situation before it causes a delay.
- An electronic interim report once basic checks are complete, and a final report once all the paperwork is in place. Everything is stored electronically and is easy to access, understand, and audit.

Brooknight saw that the service was a natural fit with their business and could visualise the huge difference it would make to their screening process.

Results

Brooknight are now starting four times as many people each week as they were at the same time last year. The time between interview and deployment is also much, much shorter – sometimes just a couple of days. As a result hardly any candidates are dropping out of the process or deferring to a competitor. The company has also:

- gone from three vetting offers to none, since the process requires very little management
- been able to spend the time focusing on recruitment and improving their onboarding process
- sailed through a recent audit by the Security Industry Authority (SIA), who regulate and license the private security industry in the UK and are sponsored by the Home Office
- moved the entire process online, allowing them to get rid of paperwork and filing cabinets and present a more efficient brand to candidates.

“What Experian has provided has really streamlined our vetting processes. Being able to turn applicants into employed security officers quickly is crucial to our business. It has saved us huge amounts of time and manpower, which we’ve been able to use elsewhere in the business.”

Chris Fieldhouse, Managing Director, Brooknight Security

For more information about Experian's Background Checking services
www.experian.co.uk/background-checking