

**BUSINESS PLAN Short version**



**Guardianship Services Ltd**

Reviewed: 17/04/2021

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### ***Executive Summary.***

Guardianship Services Ltd is an established, reliable and accredited multi-functional company. We have been providing high caliber services for clients since June 2015.

Guardianship has grown from its initial business as a cleaning and maintenance company provider whom would sub contract business into a company that now directly employs cleaners and security staff.

We provide all our clients with trained and experienced staff and have a large enthesis on our staff as an accredited Living wage employer. Providing Cleaning and Security Services, Providing Officers who understand the need to be professional.

We also provide male and female Officers in order to offer optimum choice and flexibility.

All our Officers are appropriately trained in their area of expertise, security officers are SIA Licensed to Level 2 Security Guarding and Level 2 Conflict management standards as a minimum requirement.

Where necessary Security Officers are trained in their special fields, i.e. CCTV Monitoring, Door Supervision, Key holding etc, to NVQ Level 2 or equivalent.

All our security staff are vetted to BS7858 Standard, senior members of staff conduct regular quality assurance checks at our client's premises.

### ***Mission Statement***

Guardianship Service are a company of good ethics and our main objective is always to ensure we offer service deliver to client expectations, whilst offering the latest techniques and complying to all standards set within our industries we serve.

As a living wage employer, we aim to pay our staff living wage and London Living Wage respectively wherever possible.

We aim to be as environmentally aware as possible at all times, using environmental friendly product

## **1.0 The Company**

### **1.1 Business Sector**

The company currently operates in the following industries:

Cleaning

Security Services (Key Holding & Security Guarding)

### **1.2 The Ownership**

The company is structured as a limited company.

Owner: Paul Driver

Paul Driver has over 20 years' experience within the service industry with very strong experience in security and compliance of standards and QM Systems along with the security industry ACScheme.

Guardianship was incorporated in 2015 by Paul Driver with a partner, the company was originally formed for the purpose of supplying cleaning, property maintenance, security services and building compliance checks on a model where all work was subcontracted out to approved contractors.

In 2018 guardianship put together its own screening and vetting team all of which were trained to BS7858 Standards,

In 2019 the company became product certified to BS7858:2019 standard with a UKAS Accredited body CCAS and started offering their services to a wider audience within the security industry as a competitor for ACS companies.

In 2019 the Partner approached Paul Driver to buy him out, the company then completed a company buyout leaving Paul driver the sole owner and only share holder.,

Also, in 2019 Guardianship it was the decision of Paul Driver to put together Guardianship own team of directly employed cleaners and no longer sub-contractor this part of the business along with security services.

In 2020 Guardianship became members of BIC's (British industry of cleaning science) as well as an LWF (living wage foundation) Accredited.

### **1.3 Accreditations**

1. BS 7858:2019 Product Certified
2. LWF Accredited
3. Safe Contractor H&S Accredited.

### **1.4 Memberships**

1. BIC's

## **2.0 Company Structure**

### 2.1 Company Management Structure

1. Managing Director – Paul Driver
2. Administration Manager June Perryman

### 2.2 Company timeline

We have introduced a more robust security strategy in the recent year.

### 2.3 Company Assets

The company owns all equipment required to undertake any task in Cleaning, Security and Screening. The company owns assets in the value of approx. £25,000.00

## **3.0 The Goals and Objectives**

### 3.1 Goals :

1. To maintain and retain all current contracts.
2. To maintain a living wage for all employees wherever possible.
3. To grow the security side of the business.
4. Become an Security industry authority approve Contractor.
5. To become a living wage recognised service provider.

### 3.2 Business Objectives

To prudently and sustainably increase the company's operating turnover and market position by the achievement of the following objectives.

### 3.3 Finance Objectives and Strategies

1. To seek to ensure that all contracts return a net profit margin of 15% on all new business
2. To manage cash flow effectively through debt management, cash flow forecasting and the ongoing development of internal mechanisms.
3. To establish and enforce a formal purchasing procedure.
4. To establish and enforce a formal expenses policy for applicable staff
5. To produce a contract-by-contract profitability comparative analysis.

### 3.4 Sales Objectives and Strategies

1. To understand current customer mix/demographic and set expansion targets
2. To increase contracts by being more active in areas of sales and promoting the business.
3. To increase turnover year on year yet at a sustainable pace.
4. To increase our market share within the security and cleaning sectors.

Turnover Targets: Yr(1) +7.5% on baseline; Yr(2) +10%; Yr(3) +12%

### 3.5 Human Resources Objectives and Strategies

1. Ensure all employees are paid the living Wage wherever possible.
2. Establish HR metrics management to understand the human capital of the business
3. Recruit persons who meet the requirements of the business and develop the scope for succession training and planning across the company.
4. Reduce unauthorised absenteeism via structured and formal management plan.
5. To regularly engage staff at all levels to ensure that their feedback is known, recorded and acted upon – where possible effecting improvements to the business.

### 3.6 Operational Objectives and Strategies

1. Establish dedicated out of hours supervisory function.
2. Ensure adequate resources and scheduling are managed to meet all operational requirements.
3. Ensure that provision is in place to reconcile hours worked against hours invoiced.

### 3.7 Quality Management Objectives and Strategies

1. To ensure compliance with appropriate statutory, regulatory, safety and other legislative requirements.
2. To Maintain a fully audited and robust quality management system to satisfy ISO9001: 2015
3. To establish a review programme to provide for continuous improvement and to enable the feedback of improvements into the business.
4. Staff Members are to be made aware of any legislative changes which may impact the overall approach to business

## 6.0 Operational Plan

All strategic and administrative processes are managed from the Head Office location. Key departmental functions based here are:

Operations  
Quality  
Finance  
Human Resources (including vetting)

The core business functions for each area are administered and managed via Company Quality Procedures. this provides clear methodologies for which complex processes can be audited and improved continually.

The Director will have scheduled reviews of strategic direction of the company and to set objectives which are then reviewed at subsequent reviews to ensure that all QPs and related quality management processes are relevant and providing sufficient returns for the business to move forwards.

## 7. Conclusion:

Guardianship Services Ltd will succeed in achieving its short and long-term objectives due to several factors.

The Director is fully committed to the company's success.

The company recognises the employee's contribution and reward accordingly in competitive pay rates, training and effective communication channels.

There is a true commitment to staff welfare through a range of policies, procedures and benefits. Unique selling of a personal tailored service's able to satisfy and exceed client expectations.

Loyal workforce supported by HR policies such as appraisals, induction and training.

An appropriate level of careful financial management to ensure that the company grows via a cautious and attainable approach.

This business plan is intended as an indication of the strategic direction of the company. However, it must be reiterated that due to the industry being in a relative state of flux, this must remain a working document is subject to change and review at the Board's discretion and therefore must remain to be viewed as dynamic.



P Driver  
Managing Director  
16/04/2021