



THE GLOBE

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Bank Accounts

Over the next few months the company will be changing the way we pay our staff. We will be working in partnership with the Royal Bank of Scotland to set up a BACS payment system which will allow your wages to be paid direct into your bank accounts. This will do away with the company pay-cheques which are issued each month

Details will be provided next month.

Also we have arranged a special offer with the Bank. If you open a new account with them they will give you £100.00, contact the office for further details.

Welcome to another edition of The Globe, the company newsletter. The newsletter will be sent out to all sites every quarter and will be the voice of the company. It will be a funny and informative newsletter, which will help you to keep in touch with what the company is doing and how we are expanding. It will also be a newsletter that you can contribute to, all letters should be addressed to the editor c/o the office. Over the past twelve months the company has grown in size and over the next twelve months we are expecting bigger and better things to happen. We hope that you will all

Did You Know?

Following our annual SIA ACS Audit in February, we not only retained our accreditation but also increased our scoring from 33% to 73% and we are now in the top 5% of SIA ACS companies this is a great achievement for us, and a big thank you goes to everyone involved in helping us to achieve this.

Stake Holder Pension Scheme

As you may or may not be aware the company has a stake holder pension scheme in place, for those employers who wish to plan for their future. Further details may be obtained from the office, or from:

www.pensionregulator.gov.uk

Your SIA Licence and the Law

Can you all please read and note the following, regarding the terms of the issue of your SIA Licence.

Wear the licence where it can be seen at all times when engaging in designated licensable activity (unless they have reported it lost or stolen, or it is in our possession. Tell the SIA & the police as soon as practical if their licence is lost or stolen. Tell the SIA as soon as practical of any convictions, cautions or warnings, or charges for relevant offences whether committed in the UK or abroad. Tell the SIA of any changes to their name or address as soon as practical. Not deface or change their licence in any way (should their licence become damaged, they should advise the SIA and request a replacement). Not wear a licence that has been defaced or altered in any way. Produce the licence for inspection on the request of any constable, any member or employee of the SIA or other person authorised by the SIA. Return the licence to us as soon as practical if they are asked to do so. Tell the SIA soon as practical of any change to their right to remain or work in the UK.

Following extensive time and administration dealing with 2 members of staff (you know who you are, and need to donate to our chosen charity), when attempting to renew their licences, who had failed to comply with the above and nearly lost their careers because of non compliance. You have been warned.

Training News

Congratulations

To the following members of staff who have over the past twelve months completed and achieved the NVQ Level 2 award in providing security services.

Saj Kadva

Nads Mohammad

Waseem Bari

Paul Craker

Gavin Mellor

Anis Amanjy

Binov Kollan Garambil



The Open Golf at Sandwich

For all you golfers out there, We here at Leisure Guard have been providing security staff to the Open over the past four years to look after the marquees where all the merchandising is sold from. For those of you who have been following the Open you will know that rain stopped play on many days, and on one day the course suffered gales and a landslide. Which made the Marquees busier than ever before with visitors and spectators seeking shelter from the rain. Then when the players came into the marquees to advertise the products they were sponsoring all their fans followed them inside.

Well done to our Open 2011 Team pictured below

“it was wet and windy on some days and we even had gales and a landslide but everyone enjoyed themselves”



Ali Awad



Anis Amanjy



Binov Kopllan Garambil



Paul and Waseem



Network Rail Piccadilly Station

Once again our Network Rail Team were out in force at Piccadilly Station in Manchester, to ensure that the fans of both teams from the city who were travelling to and from Wembley Stadium departed and arrived in an orderly manner. The event passed off peacefully with no issues to



Derian House

Once again this year Leisure Guard are proud to support Derian House as our chosen charity. Derian House cares for terminally ill children and young people , and those with life threatening illness from all cultural, religious and ethnic backgrounds.

The hospice is situated in Lancashire, but has a catchment area which extends from Carlisle in the North down as far as Manchester. And provides care 24 hours a day , not only within the hospice but through its “Hospice at Home” care facility. In addition to the practical and emotional care and support on offer Derian House has established an invaluable network of care in Bereavement Support which is offered to parents, grandparents and siblings.

Over the years Leisure Guard has provided professional services and advice to Derian House, and we have secured their premises and property when they have held their annual fundraising weekend, when stalls are set up and shows are put on by such diverse groups as the Army, Fire Service, Siberian Husky pulling, Classic Cars, Fun fair and Tombolas. This year we are also donating money to them, which is being raised by the use of a swear box in the office and we are asking for donations to be made if we assist you with any personal help, advice or administration such as assisting you to renew your SIA Licence, or filling in any government forms, or providing any form of reference to you etc.

Derian House is offering you the opportunity to win up to £7,500 in our brand new Lottery in association with Bolton Wanderers Football Club.

This new venture will be a means of providing our supporters with the opportunity to benefit from one of the fantastic cash prizes on offer, and help Derian House to meet its annual target of £2.6 million.

The care and support Derian House provides is completely free to the families throughout the North West region, yet sadly, we receive only limited funding from health and local authority agencies. That's why the backing of our local community is crucial, helping us provide the vital care and support that families desperately need.

That's why we're offering you a new and exciting way to help us raise the funds we need...a choice of two Derian House Lotteries in association with Bolton Wanderers Football Club. Now you can contribute to Derian House AND have the opportunity of winning up to £5,000 in the Goldline Draw, or £7,500 in the Lifeline Draw...so with your help, we can all be winners!

If you would like to join our lottery, and help Derian House at the same time, please call the Appeals Team for details on 01257 271 271.

Changes to company forms

Over the next few months all sites will be receiving updated forms that will replace the old forms in your site boxes. Can you all ensure that your site boxes have the required up to date forms and certificates in them, if there are any forms missing or outdated please inform the supervisor or contact the office. And make sure that you have all read and signed off the Assignment Instructions and Risk Assessments. The forms that should be in your boxes are as follows: Uniform Request Sheets, Time sheets, Incident Book, a copy of the Risk Assessments reviewed every six months or whenever a new risk is found on site. Copy of the Assignment Instructions reviewed every year, or whenever an amendment is made to the assignment. A current copy of the companies insurance policy. Current copies of the following accreditations: SIA ACS, ISO, Safe Contractor Scheme, Contractor Plus, DATA Protection Registration.

Appraisals

It is that time of year when we will be visiting you all to complete your annual appraisals, please remember that this is a two way process and is your opportunity to tell us what you think about the company, how we can improve things, and what your aspirations are.

Uniform

Be warned we are checking the standards of uniform and your presentation when you are on duty, any failures will be brought to our attention for discussion.

Think F.A.S.T - Act F.A.S.T

Stroke is a medical emergency, call 999 at any sign of Stroke



Face

Ask them to smile.
Does the face look uneven?



Arms

Ask them to raise both arms.
Does one arm drift down?



Speech

Does their speech sound strange? Ask them to repeat a phrase.



Telephone

Brain cells die every second! Call 999 at any of these signs.

Think Ahead Community Stroke Group offers information, advice and support to Stroke Survivors, their families and carers across the Wigan and Leigh Borough.

Think Ahead contact info:

Tel: 01942 824 899

Email: info@think-ahead.org.uk

LEISURE GUARD SECURITY (UK) LTD
Ground Floor Office,
1 Manor Street,
Barton B.S. 20U
TEL: 01204 535330
FAX: 01204 535361
info@leisureguardsecurity.co.uk
www.leisureguardsecurity.co.uk



Mystery Shoppers

Once again our mystery shoppers have been out and about visiting all the Bowls and the Hotels.

They observe how well we are performing and the level of customer service they receive. They then complete a detailed questionnaire, which they then send to the office for auctioning. A memo will be sent out in September showing the latest scores.

Employee Feedback Forms

Many thanks to all those members of staff who have received and completed the employee feedback forms. These forms help us to understand better, what you think of the company, and how we can improve the way we operate and resolve any issues that you may have. Remember that you do not need to identify yourself when completing the form and all information is treated confidentially.

Back Office

Back Office is the term used to describe all the hidden aspects of a business that contribute to the smooth running of our operations so that the things that are taken for granted such as your pay and invoicing can be completed accurately and on time, it also ensures that we comply with all relevant Legislation and helps us to maintain our Accreditations.

In future Newsletters we will look at an aspect of the Back Office function. But if there is any aspect that you want to know more about then let us know.