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# Cotswold Security Newsletter

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## Issue 21 - April 2017 to June 2017

Welcome to our quarterly newsletters, all electronic they will be automatically delivered to your email box and can also be view via the Cotswold Security website.

Not on our newsletter mailing list join here:

[CLICK HERE](#)

### **SIA ACS Audit - Great News!**

Back in April we had our annual ACS audit with the SSAIB, and we are please to say we increase out plus point score from 80 to 93.

What are the benefits of using an SIA approved contractor? Take a look [here](#)

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### **Event season is upon us:**

We are gearing up for the 2017 event season and welcome back the events

from previous years. There are still time to contact us if you require security for your events.

Some of the events we have confirmed as sole security provider for 2017 include:

The Edge at Cropredy  
Dubs in the Middle  
ALSO Festival  
Broadway Horticulture Show  
MAP Autograss racing  
Dubs of Anarchy

If you are a security guard who is know to us and would like to be consider for any of these shifts please contact the office!

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Our keyholding and alarm response goes from strength to strength as we are appointed the main security provider for our area with 2 of the largest keyholding companies in the UK, with the approval we look forward to updating our vehicles soon.

# Financial Outlook

## Quarterly Turnover Increase:

April 2016 to April 2017 = 200%

May 2016 to June 2017 = 120%

June 2016 to July 2017 = 78%

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## Staff Reminder

*Staff Holiday's - To request holiday time please visit [cotswoldsecurity.uk](http://cotswoldsecurity.uk) staff portal and use the holiday request link.*

*Please remember that you are responsible to inform the SIA should you have any changes in your circumstances including criminal convictions and change of address etc..*

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## **STAFF REQUIRED**

***We are looking for new staff to join our team in 2017, if you or you know someone who would be interested in joining our please get in touch or see more at :***

***[Cotswoldsecurity.uk/wiki/jobs](http://Cotswoldsecurity.uk/wiki/jobs)***

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## **Staff Feedback**

*Beyond our regular staff survey's, We welcome your feedback anytime be it good or back feel free to contact anonymously or via email with your thoughts and feedback.*

## KPI Quarterly Statistics

Our KPI responses help us develop, train and ensure we are delivering the best service possible as such, we do ask you to take the time to fill in the feedback forms when you receive one.

**KPI Requests: 13**

**KPI Received: 8**

**KPI Average Score:  
9.5**

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## Alarm Response Quarterly Statistics

Each quarter we release alarm response statistics to ensure we are meeting our requirements to our customers.

**Alarm Callouts: 16**

**Response Times: 35**

**Time On Site: 27**

## **Anti-Terrorism / Project Griffin**

**Project Griffin** is the national counter terrorism awareness initiative for business produced by NaCTSO to protect our cities and communities from the threat of terrorism. More information can be found here -

<https://www.gov.uk/government/publications/project-griffin/project-griffin>

**Anti-Terrorism** As part of our ongoing training we urge both our clients and staff to visit the governments terrorist threat webpages to keep upto date with the latest training and advised action to take when dealing with potential terrorist threats:  
<https://www.gov.uk/government/publications/recognising-the-terrorist-threat>

## **UNATTENDED ITEMS: LOST... or SUSPICIOUS? Remember HOT**

### **H Hidden?**

Has it been concealed or hidden from view?

Bombs are unlikely to be left in locations such as this – where any unattended items will be noticed quickly.

### **O Obviously Suspicious?**

Does it have wires, circuit boards, batteries, tape or putty-like substances?

Do you think the item poses an immediate threat to life?

### **T Typical?**

Is the item typical of what you would expect to find in this location?

Most lost property is found in locations where people congregate.

**If after applying the HOT protocols you still believe the item to be suspicious, call 999**

## ***Compliments and Complaints***

**We are always open and operationally transparent in our workings and this quarter, We have no complaints or compliments -**

If you as a customer have any feedback to give please visit:

<https://cotswoldsecurity.uk/wiki/Cotswold+Security+-+Customer/Client+Feedback+Form>

If you have interaction with our security guards but are not a customer please follow this link to give us your feedback:

<https://cotswoldsecurity.uk/wiki/consumer>

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