

➤ It's that time of year again

Autumn has arrived with a real punch this year! Just ask the 400 Gough & Kelly (G&K) guards and stewards who braved the rain at the nine-day long, (and very very wet), UCI World Cycling championships. The event was the climax of a busy and successful summer here at G&K.

On the growth front, we've continued our expansion with the acquisition of another Yorkshire-based business, MP Alarms. They're a perfect fit for us and a more than welcome addition to the G&K family.

Talking of growth, during the summer months, G&K has added 220 staff across the group to meet the increasing demand for our outstanding range of products and services.

If you've been out and about over the past few months you may well have attended events where G&K's security staff were on duty. As I've already mentioned, the big one this year was the UCI World Cycling Championships based in Harrogate. G&K's team for the event received praise from a wide range of organisations for their professionalism.

Back in the office, G&K's Security team underwent a three-day Security Industry Authority (SIA) Approved Contractor Scheme' inspection. Well worth the effort – we're ranked in the top 10% nationwide as a result.

Amidst all this, G&K staff still found the time to raise £2000 in a charity fund raiser for Leeds Children's Heart Surgery Fund.

I hope you enjoy reading 'Closed Circuit'. If you're interested in any G&K service then don't hesitate to give me a call.

Stephen Kelly
Managing Director



➤ Summer signing

In July, Gough & Kelly completed the purchase of Bingley-based MP Alarms (Fire & Security) Ltd. Established for over 40 years, MP Alarms is a well-respected company best known for their intruder and fire alarm installations. Just like G&K, they are an NSI Gold company. Commenting on the deal, Stephen Kelly, G&K's Managing Director, said: "The merger with MP is great news for both companies. MP Alarms have built an excellent reputation for the quality of their systems, installed to the highest regulatory standards, backed by outstanding customer service". The General Manager of MP Alarms, Debbie Marjerrison, said, "This is an exciting time for us and we hope MP Alarm's customers will benefit from the wider range of security services we offer."



➤ All fired up!

Dragon Boat Race accomplishment blew us away

G&K's team in the 2019 Rotary Club of York annual Dragon Boat Race, paddled their way to pecuniary perfection, exceeding their charity fund-raising target by 128%.

The team's original target was £1,500. However, by the time they'd splashed their way down the River Ouse on a July afternoon, G&K's Dragon Boat battlers had raised an amazing £1,926.03 (£2,068.53 including gift aid) for an outstanding cause - Leeds Children's Heart Surgery Fund.

This charity, based at Leeds General Infirmary, is close to the heart of our Sales Administrator, Catherine Hamilton, whose son, Archie, has a complex heart condition and has received constant support from the charity. Archie recently underwent a gruelling ten and a half hour Fontan Completion Surgery. His



recovery is exceeding expectations – who knows, he may even take part in a future Dragon Boat Race!

"We'd like to say a huge thank you to everyone who donated and helped us achieve this goal," said Richard Cuff, Senior Operations Manager, York, "Also special thanks to the City

of York Council Facilities Management team who supported us throughout."

Now into its 17th year, the 2019 Dragon Boat Race attracted 36 teams. The overall winners were 72 Squadron, RAF Linton-on-Ouse.



➤ The Loose Cut

We've had staff on both sides of the stage barriers this summer. Our Project Manager, Craig Weston, (pictured far right) and his band 'The Loose Cut', played on the BBC's

'Introducing Stages' at both Leeds and Reading Festivals. The band earned their place, after winning the 'Futuresound Emerging' competition in August, and will be touring their debut EP in November and December this year.

Working with:



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➤ Getting to grips with the UCI World Championships!

G&K were extremely proud to be a part of the UCI World Championships, the pinnacle event in the international road cycling calendar, which took place this September in Yorkshire.

The world's best cyclists took part in the nine-day event, which included a range of races across age groups from junior to elite. Beginning in a variety of towns and cities throughout Yorkshire, Harrogate was the focal point for the Championships and hosted the finish of every race over the nine days of competition.

This is the first time that Britain has hosted the UCI Road World Championships since 1982 and G&K were relied on heavily to help ensure it all ran smoothly. A total of 250 G&K events' team staff were deployed daily, primarily responsible for crowd management on the roadside of the race courses – 400 were deployed for the Elite Men's Road Race on Sunday 29th September. G&K also supported the crowd management for Yorkshire 2019 at the main competition finish town of Harrogate.

The men's Elite Road Race was particularly affected by bad weather which caused flooding on the planned route and a shortening of the course. However our Safety and SIA stewards proved that, come rain or shine, G&K continue to provide dedication, professionalism, and above all, a safe experience for the public. This was highlighted by a

statement made by Phil Atkinson, Event Safety Officer, Yorkshire 2019 UCI Road World Championships, who wrote:

"The weather gave us significant problems to deal with during the event. Through it all I worked with too many tremendous people to mention. I would, however, like to single out the wonderful staff who delivered security and stewarding services during the event. These people often go unnoticed, until something goes wrong, but are vital to the event. Gough and Kelly were a key part of our World Championship security team. Many thanks to all of them."

Nathan Appleby, Event Operations Manager, said of the event:

"I have been in the events and crowd management industry for 11 years, and this has been the biggest achievement of my career so far. A nine-day event is a first for me! Long hours and hard work were required, but the Gough & Kelly events team absolutely worked their socks off. I am so proud of every member for their outstanding effort. They worked through it all - day and night, rain, sun and flooding. The supervisors and junior operations team went the extra mile to keep everyone's spirits high, which will make us all remember this event for a long time."



You said it...

> **James Watson** (CCTV Operations Manager) and the CCTV Operators team

“ I would like to express my appreciation of your work following the report of a fifteen year old Vietnamese girl ‘missing from home’. Without your work and your commitment to locating the missing person using York CCTV footage, significant lines of enquiry would not have been possible to follow. We thank you for your dedication and for the great team effort which contributed to her being located. ”

Allan Harder, D/Superintendent, Safeguarding Command, North Yorkshire Police

> **Jamel Belgrave** (SIA Steward)

“ I wanted to highlight how impressed I was with Jamel Belgrave, who supported the UCI Junior Men’s Road Race on Thursday 26th September in Richmond. Jamel is an absolute credit to your team. When tasked with the difficult job of engaging with members of the public on one of our main road closure points, Jamel handled all enquiries (and some demands!) extremely well, maintaining a high level of professionalism at all times. ”

Chloe Lewis, Business and Community Officer, Richmondshire District Council

> **CCTV Operators** (York)

G&K’s York CCTV team impressed local police when their diligence helped to detain a team of pickpockets targeting tourists.

“ I gave your guys an approximate time and an incredibly vague witness description from someone driving past. The pickpockets were extremely skilful, but your operators trawled through the footage and were able to spot them. We disseminated the pickpockets’ image and rounded up the gang only an hour or so after the initial witness report. We have a massive issue with this type of crime because it’s so hard to detect so this is a really big win. Thank you so much for your help. Without it, we would never have got them. ”

PC Jonathan Lewis, Police Constable, Mill House, North Yorkshire Police

> **Mohammad Ali** (Security Officer)

“ I just wanted to let you know how impressed I was with Mohammed over the two days in October when we had no water. He was absolutely fantastic at liaising with myself, our onsite consultant, and tenants. No issue was too big for him. Please pass on my thanks. It’s unbelievably reassuring to have an officer on site who cares as much as we do about Kirkstall Forge. ”

Rebecca Gaunt, Building Manager, Kirkstall Forge

> **Ray Harrison, Colin Milne, Tony Huby and Tommy Kane** (Security Officers)

“ I would like to record my appreciation of the team at the EcoDepot. They all carry out their duties in a helpful and courteous manner that reflects well on Gough and Kelly. They always go above and beyond. I would not be able to run the EcoDepot so well without their input. ”

Daniel Brookes, Facilities Management Manager, City of York Council

> **Security team, York**

“ I would just like to thank you all, days and nights, for all your hard work and support during the last week. Whatever has been asked of you, has been delivered – from moving boxes, supporting visits, working at/on the local elections, and to five induction sessions. You’re a valuable asset and a big part of Team Facilities Management. Thank you. ”

Jane Armstrong, Total Facilities Manager, City of York Council

> **Samuel Adeosun** (Safety Steward)

“ I was involved in the UCI event in Northallerton on Wednesday 25th September. I just wanted to say how great your staff were, especially Samuel Adeosun who was overseeing access into the Town Hall building. He was very polite and friendly with everyone he came into contact with. ”

Sophie Garside, Deputy Clerk at Northallerton Town Council

> Take a break – have a coffee and cake!

G&K’s office staff shifted any Monday morning blues on 30th September, indulging themselves in cake and coffee for Macmillan Cancer Support. It’s a regular annual event at G&K and this year’s efforts raised £119.17 for a fantastic cause.



> New starters

We are pleased to welcome **Emma Dibb** (Control Room Administrator) and **Ian Alderson** (Controller) into our Security department; **Sam Shaw** (Apprentice Security Engineer), **Millie Considine** (HR Administrator) and **Vicky Lindsay** (Junior Service Desk Advisor) into our Service department; **Danny-Jordan Lee** and **Thasvar Iqbal** (IT Interns) into our IT department and finally, 11 new Security Officers and 204 Safety and SIA Stewards.

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