



## SALISBURY RACECOURSE CASE STUDY

### Comprehensive security for busy racedays and events

## VENTURE SECURITY MANAGEMENT

#### Security requirements :

- ✓ SIA licensed security operatives trained in first aid and lost child procedures
- ✓ Assistance in event planning & logistics including conducting risk assessments
- ✓ Event staffing and crowd control at raceday meets
- ✓ Effective communication between security personnel and Salisbury Racecourse
- ✓ Parking stewards, providing excellent customer service to raceday spectators

A venture customer since 2015, Salisbury Racecourse, located in Wiltshire, is a flat course that hosts 16 racedays per year. With three tiers of spectator enclosure, along with corporate hospitality boxes, each raceday attracts up to 9,000 attendees. Facilities for guests, attending raceday meets, include a range of on site bars and eateries, while live music events and family entertainment is also provided as part of Salisbury Racecourse's annual raceday program.

Salisbury Racecourse had been using the same security provider for around 20 years, but following a number of issues, including poor communication, the racecourse decided in 2014 to look for an alternative security partner.

# SALISBURY

RACECOURSE

With the safety of spectators of paramount importance, the racecourse required a security provider with experience in working large-scale events and capable of providing between 45-60 trained security personnel each raceday. Having come across Venture at a local Pub Watch meeting, the team was invited to tender. Impressed by their comprehensive proposal, experience, and attitude, Salisbury Racecourse subsequently awarded Venture its security contract.

**“Their communication is amazing and the whole team is very accessible. No request is ever too much trouble.”**

DEBBIE MOULAND, DESIGNATED PREMISES SUPERVISOR

## RESULTS

- ✓ A communicative and highly skilled team that always deals with incidents efficiently, before they have chance to escalate
- ✓ Exceptional standards of record keeping and documentation
- ✓ Transparent, open and honest communication across the whole team
- ✓ A collaborative working relationship with a supplier for whom no request is too much trouble
- ✓ Thorough and comprehensive security consultancy that never cuts corners
- ✓ Excellent preparedness for emergency scenarios, including running training exercises with the team where we plan for hypothetical incidents
- ✓ A security provision Salisbury Racecourse is proud of, which has been highly complimented by the police and local authority

## FIND OUT MORE

The award-winning team at Venture has been supporting local authorities, private and public sector organisations across the region for more than a decade.

To find out more about our specialist security services, call us for a free, no obligation chat, on: **01264 391538**, email **office@venturesec.co.uk** or complete our online enquiry form.

