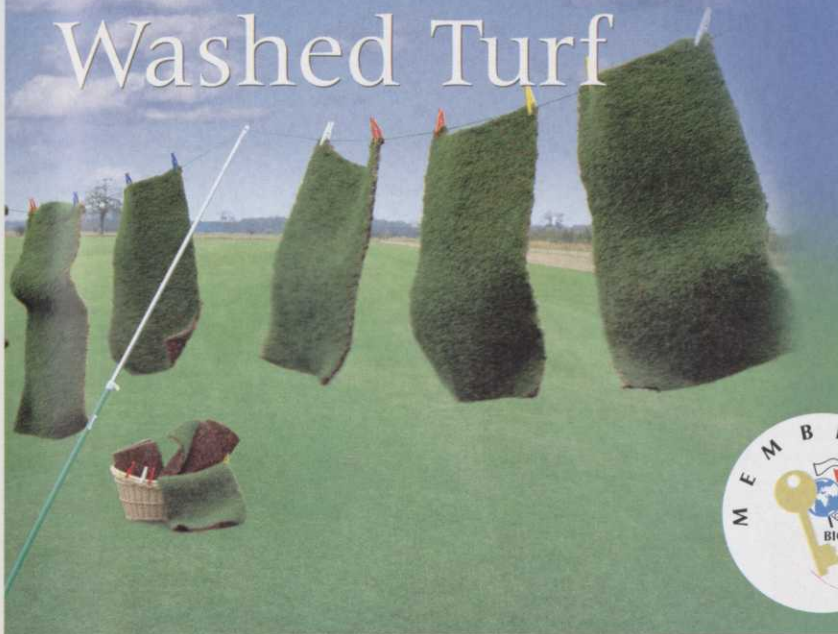


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## Things have changed...



## ...for the better.

This month, Ken Richardson reports on the latest education and training information, after a particularly hectic month...

# IMPORTANT GREENKEEPER INFORMATION

Due to the very poor response to this year's BIGGA HOUSE Training Courses, the following courses are no longer available.

**BIGGA HOUSE**  
 9/10 October  
 11/12 October

**Managing Oneself**  
**Managing Information for Action**

Further BIGGA House Courses and some Regional Courses are at risk of being cancelled unless further booking are received. Use them or lose them. Contact Ken or Sami for further information.

# EDUCATION UPDATE

Life has been hectic in the Education and Training Department, arranging the final stages of the TORO Student of the Year and Excellence in Greenkeeping Competitions, liaising with Bob Taylor, from STRI, to complete the final stages of the Golf Course Environment Competition, sponsored by Amazone Ground Care and finalising the programme for the Learning Experience 2001 which is, once again, sponsored by Textron Turf Care and Specialty Products. We have also been busy arranging for additions to be made to the Field Guide on Trees and Shrubs and to the Guide on Grass Identification, producing an environmental booklet, administering the BIGGA CPD scheme, dealing with applications for the BIGGA HOUSE Supervisory and Management Courses and for the Regional Training Courses, finalising details of our next training video on Irrigation and Water

Management and judging the BIGGA Essay Competition, which are all provided thanks to the contributors to the BIGGA Education and Development Fund, shown on page 3 of this magazine.



### Toro awards

I was very pleased to hear from the judges of the TORO Excellence in Greenkeeping Competition that the standard of entries continues to improve with improved facilities for greenkeepers, including formal training and excellently prepared and presented golf courses. It gets more difficult each year to select the finalists. The Toro Student of the Year Competition continues to attract high quality entries year after year

and this year is no exception. Details of the finalists for the Student of the Year Competition and for the Excellence in Greenkeeping Competition appear on page 36 and 37 of this magazine.

### Golf Environment Competition

Entries for the BIGGA Golf Environment Competition, sponsored by Amazone Ground Care continue to increase and improve each year making judging ever more difficult. Bob Taylor, Jonathan Hart-Woods and Keith Duff have almost finished their judging. The announcement of winners should take place during November.

### BIGGA HOUSE Courses

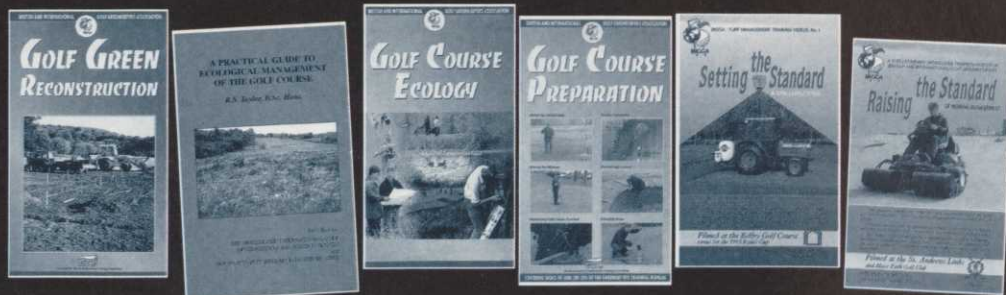
There is still time to book a place on a BIGGA HOUSE Supervisory Management Course and/or on one of this year's Regional Courses. Presented at very low prices, these courses have something for everyone. Contact Sami or myself to check on availability.

### Education and Training contact information

**Post:** Education Dept, BIGGA HOUSE, Aldwark, Alne, York, YO61 1UF  
**E-mail:** education@bigga.co.uk  
**Internet:** www.bigga.org.uk/edudev.html  
**Tel:** 01347 833800  
**Fax:** 01347 833801



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**Keith Wiley, General Manager at Moatlands Golf Club in Kent, looks at all aspects of security at the golf club with an emphasis on risk assessment and the appropriate action to mitigate possible losses.**

# Security conscious

Below: CCTV and security lighting can prove to be an effective deterrent

Top right: Visible and audible alarm systems are all part of the golf clubs' physical evidence that risk assessment has taken place.

The incidence of break-ins, thefts and vandalism at golf and leisure facilities up and down the country is continuing to conspire to add to the nightmares involved in trying to protect effectively acreage, premises, personal property and course equipment against criminal damage.

The real question facing course and facility managers is just how much protection can be realistically afforded to property before installation and maintenance costs become more of an over-riding issue.

It is an accepted fact that general alarm systems have historically been

the most effective and economic deterrent to would-be intruders, but the latter day technical advances in other areas of loss prevention such as close circuit television (CCTV) have seen the cost for even quite intricate systems become affordable to the smallest business.

## Identifying the risks

The first priority when analysing security both internal and external is to undergo a rigorous risk assessment against what will inevitably be a constantly changing background. The areas most commonly exposed will, of course, be the clubhouse, professional shop, car parks, maintenance compound sites and the course itself.

## Clubhouse

In times gone by most clubhouses would consider protection by linked-alarm (either to a specialist monitoring service or direct to the police or, more preferably, both these options) to be generally sufficient to deter intruders. However, with the uncertainties in police response time in a modern day environment, it has become logical good practice to think about supplementing existing devices with systems such as CCTV to extend not only the quality, but also the quantity of protection.

From the club's perspective the vital areas of cover are the immediate direct financial risks in stock, money and equipment. Thus the food and beverage areas of bar and restaurant, Pro Shop and the administrative offices are clear targets for the criminal and this is where small TV monitoring cameras can be an effective deterrent. They can provide real time protection and hard evidence of intrusion, theft and/or damage. In most instances





these individual at-risk areas should also be covered by an isolated alarm link within the overall system.

At most clubs, the probability is that the restaurant will only be open within certain limited hours, but the bar and lounge are normally open from start till finish and consequently demand far more rigorous monitoring and surveillance. Point of sale areas therefore are a major risk, so monitoring these coupled with coverage of the actual bar itself, will ensure that managers can feel that they are doing as much to the business as could be expected.

From the member and visitor's point of view the protection of personal effects within the clubhouse, although historically an individual's sole responsibility, can be facilitated by the use of electronic entrance/exit doors governed by swipe cards and also CCTV coverage of public places such as locker rooms and entrance and exit areas. Locker rooms are always a somewhat sensitive issue, as cautionary concerns over personal privacy being invaded have to be balanced with current demands for maximum loss prevention methods. At Moatlands, for example, members have taken a circumspect view of the thinking behind installing cameras in locker and changing rooms and prefer to feel comforted that their property is at least being watched over. The incidence of property loss, since the installation of these internal cameras has been almost entirely eradicated.

From the golf professional's standpoint, he ideally requires the comfort factor of knowing his stock and equipment are adequately protected, not only throughout the operating day, but after as well. It was a major break-in and theft from this area some years

ago that was to provide the final provocation for the installation of CCTV at Moatlands and again, the instances of reported theft and damage since installation have been non-existent.

The administration areas or back-room offices tend to handle the bulk of golf club receipts and although visually not the shop window of the operation, are nonetheless crucial areas that demand protection. Insurers would have already required that a safe be an integral part of the securing process and it is again a logical step to cover the entrance and exit areas of these essential parts of the building in some way or other.

The final area needing constant reappraisal is the club's trophy cabinet. Most of the cups, plates and other memorabilia stored therein would have incurred an intrinsic historic value which may on the surface be of little use to thieves, but that still does not deter them from taking everything that is not nailed to the floor. Individual photographs of the various items housed within the cabinet will therefore give added support to the recovery process and, if isolated alarm sensors can be used inexpensively within the same function, then insurers could not ask for more.

#### Professional Shop

In those facilities where the professional shop is situated externally from the main clubhouse particularly rigorous risk assessment needs to be undertaken, as this area has been traditionally the most vulnerable to intruders. Many clubs would have had the unhappy experience of losing stock due to insufficient monitoring systems and during daytime those criminals who operate in pairs or groups have historically found easy pickings where

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# Security conscious

Right: Some of any club's prime assets are bound up in its course machinery. All ignition keys should be stored in a safe or special anti-theft key locker when the equipment is not in use



the professional or assistant is able to be distracted. The introduction of CCTV here though is the next best defence affording the professional at least a little support while his back is turned.

Although initially expensive and time-consuming the individual identification of each saleable item within the shop will add to the chances of recovery while the extra value of external security lighting should offer sufficient deterrent to satisfy insurers and put off the potential criminal.

### Car Parks

The highest incidence of intruder activity stems from break-ins to cars parked in club car parks and left unattended for many hours. The protection of these sometimes remote areas is always difficult and CCTV again proves to be the most commonly used response as the committed thief will tend to be in and out quickly, sometimes with an accomplice in tow.

The introduction of security flood-lighting, that have hitherto been considered too expensive an option, can now be considered as more economic lighting options come to market. Lights with long duration use, controlled either manually or by sensor, are now widely available from proprietary security companies at a reasonable cost, enabling individual requirements to be tailored to meet the needs of the individual club.

### Maintenance Compounds

Some of any club's prime assets are bound up in its course machinery and

equipment and this vital part of the operation must demand equally high attention to protecting them both night and day. Greenkeeping staff are habitually away from the compound for long periods of time during working hours and it has become good practice for irregular visits back to the base to be part of their daily drive to ensure that there is no set pattern to the absences.

A separate intruder alarm system here is a prerequisite and this should be linked to the police services by secure monitored line provided by a proven supplier such as B.T.'s Redcare. Evidence of thefts of greenkeeping machinery en masse have underwritten the necessity to provide cover for both small and large pieces of equipment alike with either a sophisticated radio transmitting device attached to each piece and/or a series of sensors activated by infra-red movement situated within outbuildings adding to the comfort factor. These may be supplemented by a governing control panel, which can report silently or provide an audible warning to scare intruders away. If all these protective devices are also overtly advertised to the casual onlooker, the additional provision of external security lighting and monitoring cameras will serve to underline the message to potential thieves or vandals.

### The Course

Given the logistics of covering the sheer size of this part of the operation the golf course and the greens in particular are the very hardest areas to

defend comprehensively. Recent horror stories from The London Club, locally in Kent, who have over recent years experienced the most serious examples of premeditated and controlled vandalism, are lessons to all course managers.

Continued vigilance from both greens staff, members and the public are all necessary for the satisfactory protection of any club's most valuable asset.

The sheer cost of employing a specific security patrol operator as a last line of defence is normally the overriding conundrum. Most clubs will take the philosophical view that you can only go so far in protecting against what may or may not happen. This is clearly the last, and most expensive option, and if there are repeated or renewed attempts to gain illegal access to the course then this option needs to be given serious consideration. Clearly the constant monitoring of all access points to the course remains a necessity and all gates, fencing and boundaries should be securely locked and checked regularly.

In the final analysis Club Managers may in due course be driven by insurers' demands towards the installation of more sophisticated protection systems as premiums increase alongside an ever-growing claims experience. The very best that can be done in the face of such pressure is to provide physical evidence that risk assessment has taken place and that all reasonable actions have been taken to cover exposed areas.

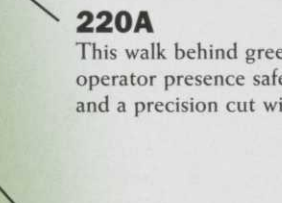
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The three magnificent Woburn courses each have their own greenkeeping team and as Scott MacCallum found out the friendly competition keeps them all on their toes

# DIVIDE AND CONQUER

I'd been to Woburn a number of times over the last ten years but hadn't ever appreciated one important fact about the renowned estate of the Marquess of Tavistock. Golf has only been a feature of it for the past 25 years.

Walking around the mature parkland environment you would be forgiven for thinking the Dukes and Duchess courses shared a history with the Sunningdales and Royal Mid Surrey's of this world. But while "historically challenged" no club in the country has done more to catch up its elders and the Woburn CV is scattered with some of the most illustrious names in the world of golf, who have won some of the 35 men's and ladies events played at Woburn - Lee Trevino, Seve Ballesteros, Sandy Lyle, Nick Faldo and Ian Woosnam among the men and Helen Alfredsson, Patty Sheehan, Liselotte Neumann and Karrie Webb among the women. You've got to be good to win at Woburn.

Below: Eddie Bullock, with his three Head Greenkeepers, front, from left, Chris Hunt, Gary Leadbeater and Steve Tompkins



The trick of looking older than one is, much craved by 16 and 17-year-olds with recently acquired tastes for alcohol, has been pulled off again at Woburn on the newly-opened Marquess course. Although still in its nappies in golf course terms the latest addition to the Woburn stable will certainly not look out of place when it joins the big boys next year with the decision to move the Victor Chandler British Masters from the Dukes to the Marquess.

The man charged with running the Woburn operation is Eddie Bullock, who succeeded Alex Hay as Managing Director of Woburn two years ago, and in that time he has put together a greenkeeping set-up designed to ensure quality on each of the three courses.

Each course has its own greenkeeping team working under its own Head Greenkeeper with the healthy rivalry keeping everyone on his toes.

"I'm a great believer in competition provided it is kept under strict control and we have benefited because the condition of all three courses is absolutely fantastic," said Eddie, as we spoke in his office on the Monday before last August's Victor Chandler British Masters - 35th professional event in the club's history.

"We do have regular meetings between the teams and the guys share ideas but at the end of the day they are all wanted to get their own team and their own course in the best condition they can. What has happened as shown me that this is achievable," he explained.

Unlike many clubs where there is a natural pecking order for the courses Woburn's triumvirate, although different don't have an obvious one-two-three.

"My ambition is to get

three tournaments here within a year - one on each of the courses and I think that can be achievable with the standard of courses we have. We know the Marquess will have the Victor Chandler next year, and as in previous years, when it's hosted the Weetabix British Ladies Open, that the Dukes can host ladies events while the Duchess is one of the most underestimated courses in the country and could easily host a seniors event. It is tighter and couldn't cope with the spectator numbers for other events but because it is tight I think the seniors would appreciate the course management skills required," revealed Eddie.

The Marquess is a stunning new course which will soon feature in the lists of the country's finest.

It doesn't look out of place with the other two but it has been built to cope with modern day tournament golf. The greens are 50% larger than the Dukes at 600 square metres and at 7200 yards with a range of tees it can be set up to cope with any eventuality.

As a golf professional and a man steeped in the game Eddie possesses a knowledge of agronomy and greenkeeping which would be beyond most Managing Directors, while during the week of the tournament he was on site at 6am supporting the work of his greenkeeping staff.

He draws on having played all the major courses throughout the British Isles as well as many in Europe and the States.

"You are always on the look out and comparing things and find ideas to tuck away for future use," he explained.

It has also enabled him to provide support when it became necessary for major work to be done on the greens.

"Two years ago we came in for criticism for the condition of our greens and undertook an extensive and aggressive aeration programme with a lot of verticutting. The seasons have changed and snow and frost used to stop us from playing but now the courses are open but members still expect 100% quality which is an impossibility.



"I believe that to make yourself look fit you have to look after your diet, your interiors as well as exteriors, and it is the same with grass. It can only look good on the surface if you have looked after what is underneath. The soil and the vertidrain and hollow coring regime."

Woburn has recently signed an agreement with Toro to supply machinery and Eddie is pleased with how the arrangement is working out, as is Toro.

"We are delighted to be involved at Woburn. It is a prestigious club and we believe Toro can ensure top quality maintenance standards for all three of its courses," said Pete Mansfield, General Manager Turf Products of Lely UK.

Eddie is also a great supporter of BIGGA, although he does feel that perhaps more could be done to instil an ethic of "attention to detail" in members.

"I do believe that greenkeeping has come on leaps and bounds for anyone wishing to treat it as a career and I'm





delighted to see the pride that people feel from being a member of BIGGA and I support everything the Association does.

With that, and despite a schedule which would have most seeking a premature end to the meeting Eddie took time to drive me around the Marquess course in a buggy.

He was to be rewarded by an excellent tournament with some fabulous golf over the following few days.

**OVERLEAF: FIND OUT HOW EACH OF WOBURN'S COURSES HAS ITS OWN INDIVIDUALITY AND HOW THE THREE HEAD GREENKEEPERS DEAL WITH THE VARYING DEMANDS PLACED UPON THEM...**



Above and top: Two contrasting views of the magnificent 12th on the new Marquess Course



**Steve Tompkins**  
**The Dukes**

Although only 37 Steve has already been involved in over 30 professional events with the recent Victor Chandler British Masters making it three as a Head Greenkeeper.

He was certainly thrown in the deep end with the previous two which came within a month of each other, the Weetabix Ladies Open followed four weeks later by the British Masters.

"To be honest we kept the course pretty much the same between that four week period but by the Sunday of the Masters you could see the stress the greens were under," said Steve, who said that he was pleased that the events had fallen with the ladies' event first.

"The ladies don't like the greens quite so quick but the rest of the course is much the same," said Steve, who revealed that he expected the greens to be about 10.5 for the event later that week.

He gets a buzz from being involved in competitions and having his work seen by the television cameras, the galleries and the players but has seen a difference tackling them from the position of head man.

"You face all the pressures and everyone is gunning for you during the week while in the weeks leading up you have to work out a different work programme to cater for the extra man power that we take from the Duchess and Marquess courses. I have over 20 staff in total so it is a lot more balls to juggle. We also have to take into account two tee starts and working round that."

Steve is a keen advocate of the three Head Greenkeeper system having been Deputy Head of the Dukes Course under the previous regime.

"It can be a bit of a scramble deciding who gets kit sometimes but at the end of the day we work with each other to ensure we don't do the same jobs as the same time," said Steve. The Dukes and the Duchess share machinery while the Marquess has a separate facility and outside of tractors and top dresser has its own stable of machines.

"I believe our new system works better than the traditional Course Manager in overall charge method as it creates healthy rivalry between teams," he added.

Having given up valuable time to speak with me during the busiest week on the year Steve then headed back on to the course to ensure the final touches were being completed on the event which was to be won by Scotland's Gary Orr.



**Gary Leadbeater**  
**The Marquess**

Gary moved from the position of head man on the Duchess course to the Marquess on day one of construction and has enjoyed what he describes as a great learning experience.

"To have an in depth knowledge of what has gone into the ground, how it has been constructed, the depth of root zone, draining, irrigation lines, types of soils is invaluable. If we find a problem now I can often remember something specific which occurred and which we can trace the problem back," he said.

He was also able to put forward his own opinions often on the need for areas to be more maintenance friendly.

"The interest in the project was huge, with many people involved other than just the architect - Ross McMurray of European Golf Design and the constructors, Southern Golf, but if I said something they did take note."

The course was cut out of 42 hectares of dense pure woodland so, with so many majestic mature trees forming part of the design, it has an established feel to it from the very beginning. As well as the routing the remainder of the woodland has been thinned thus encouraging wildlife to return to an area previously excluded to them because of the unmanaged woods.

"It is great to see deer roaming the course early in the mornings."

Unlike the other two courses the Marquess has been built to USGA guidelines and Gary has been on a fast learning curve.

"I've seen dry patch appear within hours and the amount of leaching you get is incredible," said Gary, who is not slow to ask advice of people who have had dealing with USGA guideline constructions.

"It has been an up and down experience for me but there has never been a time when I've regretted taking it on," he revealed.



**Chris Hunt**  
**The Duchess**

The tight tree lined nature of the Duchess course has caused a number of long standing problems for Chris and his team.

"In the past a lot of iron has been used on the greens and our iron count is horrific, we're up at 700 parts per million as opposed to the optimum of between 60-100, and we haven't used iron ore and sulphur based fertilisers for two years now," explained Chris, who took over from Gary as the Duchess' Head Greenkeeper two years ago.

"In the winter we have been running over with the big vertidrain, going down a foot with an inch tine and back filling with Leighton Buzzard sand which helps the drainage. It should help the roots to spread and break down the iron content. The grass plant is a lot healthier now so we can live with the high iron count," explained Chris, who worked in Seattle and California before returning to Woburn.

The wealth of trees around the course also causes shade problems with some greens in the winter not shaking their covering of frost while bare patches under the trees are currently being tackled with blinding areas of three to four inches of soil.

In the past the tree work was carried out on an ad-hoc basis but recently a tree surgeon has been employed to conduct a proper programme.

Chris is also an advocate of the policy of having three separate teams to maintain Woburn's courses.

"It's quite playful between the guys and it's good to have that healthy competition. Greens are the main thing we judge each other on and we might just point out that someone's greens are looking a bit sick one week. Having said that we definitely share ideas and solve problems together."



Clockwise from top: A tremendous tree-lined approach to the 2nd on the new Marquess Course at Woburn

Toro kit plays a major part in the daily routines of all three Greenkeeping teams at Woburn

The new halfway house on the Marquess Course. One live-in 'chef' required!