

OffBeat

November 2011 • Issue 437



SURREY
POLICE
*With you, making
Surrey safer*

For Surrey Police personnel



Chief officers go Back to the Floor

See pages 6&7

Pull out and
keep guide to
our 2012
RED LETTER
days

see pages 8&9



**Commendations
for outstanding
officers and staff**

on pages 12&13

PLUS All the latest news... your letters... and much more!

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- 4 New CCTV proves its worth

IN DEPTH

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PEOPLE

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Chief's Beat



My lasting memory will be of the people that make this 'family Force' so special

WRITING my last Chief's Beat feels very strange. What I am not going to do is try to write some valedictory – while I am proud of much, and especially this Force being the only one getting stronger, my lasting memory will be of people.

I came to Surrey Police early in 2000 as a Chief Superintendent at Guildford and was mistaken for a new probationer (not something that would happen today!). While

Surrey has had to become a cutting edge Force to meet budget and other challenges, it is the spirit of the Force that makes it special. People here really care – whether it is the officer with the victim, the detective working to convict the offender or support staff helping colleagues.

I will be leaving with nearly 12 years in the Force, nearly four as Chief, feeling very lucky to have been part of this decade of a great Force, but most of all

missing colleagues.

When I arrived I thought it odd that many described Surrey as a "family Force" – I leave with a profound understanding of how important that is. It is these values that lead the public to have such positive views of the service you provide.

Thank you for all your support and friendship, and understanding that it is time for a new challenge.

Mark Rowley
Chief Constable

News from the Surrey Police Authority

THE death of DC Heather Cooper shocked us all at the Police Authority. Our thoughts go to Heather's family, colleagues and friends at this difficult time. I want to express the gratitude of the Authority for the professionalism and dignity shown by the officers and staff involved in the response and subsequent investigation. I also want to pass on our sincere thanks to those providing care and support to colleagues as they come to terms with this dreadful tragedy.

At a difficult time for the Force, I feel it important to address the departure

of an outstanding Chief Constable and the process to recruit his replacement. The Authority's view is that time is of the essence in recruiting a new Chief – we want the next substantive leader of the Force to have as much time as possible to settle in and get to grips with the job before the first Police and Crime Commissioner takes office in November 2012.

For this reason, we have moved quickly to begin the recruitment process, which operates to rigid timescales set out for us in law.

This process would normally take a minimum



of two months, incorporating the advertising period and assessment of applicants, although we now hear that the Home Office is considering making changes to Chief Officer recruitment in advance of the PCC elections. I will be sure to keep you informed in the weeks ahead.

Peter Williams
SPA Chairman

Officers join cycle run

A GREAT opportunity to engage with Surrey's cyclists in the run up to next year's Olympics was seized last month by two officers, who joined in the Cycling Weekly Sportive at Box Hill.

PC Jason Woods and PCSO Rebecca Black took up the offer by Cycling Weekly, one of the UK's leading cycling magazines, to join the editorial team and some 900 riders on a 77-mile ride around the Surrey Hills.

Jason, a Safer Neighbourhood Officer, is an enthusiastic cyclist, as well as a qualified cycle instructor; while Rebecca is a keen triathlete who can regularly be seen on the beat on her bike.

Mole Valley Neighbourhood Inspector

Terri Poulton said: "The presence of our officers was extremely useful, generating great feedback from participants who were encouraged that Surrey Police had gone the extra 77 miles to understand issues from a cyclist's perspective.

"Safety is our primary concern and any experiences we can gather will enable us to make informed decisions when dealing with road safety and community matters. During the event, our officers reported two motorists for inappropriate driving under Drive SMART. We will be continuing to target motorists and cyclists to encourage safety awareness and more tolerant behaviour towards each other in the lead up to the Olympics."



Ready to ride: PCSO Rebecca Black and PC Jason Woods.

Control room's key role in **OLYMPIC** plans



Exercise: Control room staff put the system to the test.

THE Force moved another step forward in preparing for the Olympics last month, with a successful exercise to test the temporary control room that will be used to run the security operation for the rowers' village at Royal Holloway College.

The control room was fitted out using funding from LOCOG (London Organising Committee of the Olympic Games) and was tested by using it to run the Motorway

Control Room operation for four days.

"It was a success and proved the room – which is in the Crimestoppers building at Godstone – is fit for purpose," said Inspector Nick Bentley.

He added: "To run the room we have identified some of the ex-control room staff who still work within the Force for re-skilling and we are also training a number of Contact Centre

staff. The idea is to mix and match re-skilled or newly-trained people with experienced Force Control Room staff who have volunteered to work at Godstone during the Olympics.

"I've been bowled over by how keen and willing everyone has been to help. Crimestoppers staff have been particularly helpful and accommodating throughout the disruption."

Contact Crimestoppers – anonymity guaranteed

"PUT the phone down or press send on your email and just walk away – nobody will ever know it was you. That is what anonymous means to Crimestoppers callers," says Surrey Crimestoppers Area Co-ordinator Angela Hollinshead, who is keen to ensure that officers and staff understand fully how the scheme works.

She adds: "Crimestoppers is a charity, the whole ethos of which is to guarantee anonymity. Even we don't know who contacts us. How do we do this?"

- We don't record the calls
- We cannot trace calls as there is no caller ID or 1471 attached to our lines or secure online facility
- We make no record of any personal



details, such as gender, accent or age – even if inadvertently supplied by the caller

- We sanitise the information so details that might identify the caller such as 'my next door neighbour at No 22' would be recorded as just 'about No 22'.

Angela adds: "Crimestoppers is only for those people who are not talking to the police and need anonymity to pass on their information. All the criminal information we receive from the national phone line 0800 555 111 or online is

passed real-time through to the Surrey Police intelligence unit 24/7. However, we are not a crime reporting service – that's a job for the police.

"We also have the very successful Most Wanted website for finding criminals wanted by Surrey Police see www.crimestoppers-uk.org/surrey."

Go... For more information on how to use Crimestoppers, contact Chief Inspector Dave Mason in the Intelligence Hub or email angela.hollinshead@crimestoppers-uk.org.



SPECIAL

approach to rural crime

TANDRIDGE-based officers are getting an extra helping hand in fighting rural crime with the launch of a new pilot scheme to permanently allocate a team of Specials to the area to work alongside the Safer Neighbourhood Team.

The initiative, which has been developed by Neighbourhood Team Co-ordinator Lizzie Robinson-Charlton and Special Inspector Jon Vale, aims to increase the Specials' knowledge, skills and understanding of rural issues and forge even better links with rural communities.

Leading up to the launch, the Specials have participated in training sessions, including meeting local gamekeepers and farmers.

Lizzie Robinson-Charlton said: "We plan to build on the success of Tandridge Country Watch, focusing the Specials on intelligence-led patrols. If the six-month pilot is successful, we hope to roll out the scheme across the Force."



Country pursuits: Jon Vale, James Doherty and Ryan Neill with Neighbourhood Team Co-ordinator Lizzie Robinson-Charlton.

New internet CCTV gives instant access



Quick view: Crime Reduction Advisor John Eldridge tries out the new internet-based CCTV system.

A NEW internet-based CCTV camera that's being trialled in Surrey Heath is already helping to save officers' time in investigating anti-social behaviour allegations, just three weeks after it was installed.

Real-time images, historical searches and remote control of the camera's position can be accessed any time from any computer, which makes it much more user friendly than traditional CCTV cameras.

Surrey Heath Crime Reduction Advisor John

Eldridge has been working on the project in conjunction with local Housing Association Accent Peerless. He said: "The system is fully secure, with the recordings held on the supplier's server. Instead of taking hours to download footage, we can simply log on and gain instant access to the images we want. In one instance, we received a Section 5 public order report and within hours we were able to prove that the allegation was false – saving the DC valuable time."



The next Staff Survey runs from
Monday 7 November until
Monday 28 November 2011

Your views matter!



Go to the front page of Connect to have your say

Just over a year on from the Government's publication of the Comprehensive Spending Review, *OffBeat* finds out how the Force is adapting to austerity.

How we're dealing with AUSTERITY



THE experience we gained having faced Council Tax precept capping two years ago

ensured we were already focused on reducing costs and getting greater value for money at a time when many others were just embarking on change. We understood that to be sustainable, cost cutting must be about doing things differently, rather than just making do with less.

The significant gains in efficiency we've made through changes such as the



DCC Craig Denholm

Organisational Support Reviews, Operational Policing Review, estates restructuring and workforce modernisation have helped us to free up funds for 200 additional officers – who will all be recruited by the end of this year.

There have been positive changes to everyday decisions on spending at all levels in the organisation. This is helping us build a reserve this year which is equivalent to putting money in the piggy bank which we can draw on to solve one-off problems in future years.

While this is good news, there is still some way to go to delivering ongoing savings of £16m over the next four years – which is on top of the £23m we have saved over the past two years. A savings programme is in place, but there is currently still an unfunded gap of almost £4.5m.

Overtime and fleet utilisation are just two examples of where we need to keep challenging ourselves to work differently and ensure that limited resources are focused on where our greatest performance risks lie.



Where savings are being made

SO, what are we doing differently to yield benefits and savings? Some examples are:

Collaboration

£600,000 has been saved to date with the Surrey/Sussex/Hampshire air support collaboration. Implementation of the bilateral Surrey-Sussex collaboration of Major Crime, Scientific Support and Firearms is also forecast to deliver significant savings, in addition to the major benefits of improved resilience and interoperability.

ICT restructure

£485,000 is the expected saving from the new ICT model, which recently went live. The new structure is not purely about cost saving, but is also about improving the way we work and implementing a simplified structure, with the aim of increasing resilience and



flexibility. This is a major change and there are still some vacancies to be filled before the full benefits can be realised.

Non-staff costs

Savings have included: **£198,000** with the new catering contract

- **£340,000** is expected over two years from the upcoming move from Orange to Vodafone
- **£50,000** on furniture.

Senior leaders

£1.5m savings resulted from a new, more streamlined management and pay structure for senior police staff leaders. New mechanisms have also been introduced to link pay to performance for both officers and senior police staff. Around **£600,000** has been saved in senior officer costs this year.

Reward & recognition

£1m was shaved off the budget following last year's shift away from automatic entitlement to earned rewards. The new system gives greater opportunities for staff to earn in the future if they perform well, and reduces the divisiveness caused by rewarding

everyone equally, regardless of performance.

What you can do

We need to explore every way of saving money. If you have an idea for sharing best practice or doing something smarter or cheaper, post it on the cost savings section of the Connect Forum.

You can also do your bit day-to-day, for example, by:

- Printing and copying only when necessary – we've saved **£100,000** so far in printer and photocopy costs
- Turning out lights when not needed to save on our electricity bill
- Using video conferencing instead of travelling to meetings. If you need to travel, consider car sharing where possible
- Not having the heating on and windows open – use thermostats to control temperature
- Recycle as much as possible.

BA



Take over: ACO Clare Davies and her Support Services senior leaders looked after the Shared Business Service Centre for an afternoon.

DID you contact the Shared Business Service Centre on the afternoon of 15 September? If so, your call will have been answered by one of the Support Services senior leaders taking part in one of the 'Back to the Floor' sessions.

After giving senior leaders just 30 minutes' basic training on the telephony and electronic call logging system, the regular staff left the building to attend a team meeting. The senior leaders then set to work on answering phone queries and on working their way through enquiries coming in via People Solutions.

"I was keen that my whole leadership team should join me in experiencing work in the Shared Business Service Centre," said **ACO Clare Davies**.

"The afternoon provided a stark reality check about some of the barriers that we still put in place and the issues that face our staff on a daily basis. It renewed our collective commitment to drive out bureaucracy and ensure our first line SBSC staff are set up to succeed with their customers and support operational policing."

Kelly Roberts, a member of the Central Process Team desk, said: "It was nice to see senior management taking an interest in my role, experiencing some of the calls we get on a day to day basis and seeing some of the jobs that are on our performance dashboard. It was lovely to receive praise for dealing with such a large workload on top of the SBSC's call volume."

Meanwhile, **Chief Constable Mark Rowley** got literally 'Back to the Floor' recently by going on foot patrol with NSO Elena Polo-Fernandez. She said: "We caught a bus to my local area, then patrolled the streets, visiting

CK to the FLOOR

Since April, the Chief Officer Group – Chief Constable Mark Rowley, DCC Craig Denholm, ACC Jerry Kirkby and ACO Clare Davies – have been going ‘Back to the Floor’, visiting and going on patrol with teams across the whole organisation. *OffBeat* talks to COG and some of the teams to find out how the initiative is working.

several residential homes and a travellers’ site. People were very appreciative that a senior officer was getting out and about meeting residents, and our visit to a home for vulnerable adults enabled the Chief to see at first hand the challenges of multi-agency partnership working and the need for us to better understand each other’s remits and expectations.

“I think it was a useful experience for both of us. It was great to be able to give the Chief a feel for day-to-day life on the front line.”

“Like Elena, I too found this very useful,” agreed Mark Rowley. “It was a great opportunity for me to see for myself the work that is being done within the community by our neighbourhood teams. To be honest, I’ve enjoyed all of my visits to the teams around the Force. It’s important to the Chief Officer Group that we are not remote from staff – it’s an ideal way of seeing new technologies being used in earnest and hearing about new policing initiatives. It’s also an opportunity to get key



Update: DCC Craig Denholm finds out more about the work of the Digital Forensics Team from Simon Praine during a tour of their Camberley base.

messages out to staff and in return to hear directly about their concerns. In all, it’s been a really valuable exercise and one that COG is keen to continue.”

ACC Jerry Kirkby agrees: “Overall, during my visits I’ve been particularly encouraged to see the understanding everyone has of our financial challenges and how they are meeting these, putting innovative ideas and practices in place.

“Spending time with teams and talking to individual members face-to-face has also

enabled me to get to the root of issues and put resolutions in motion quickly.”

One of Jerry’s most recent visits was to the Crime Management Unit last month. Team member Tina Fowler said: “It was very helpful and we really appreciated that a senior leader was taking the time not just to listen to what we had to say, but to actually act on our concerns. We raised the issue of shift patterns and we were pleased that our questions were very quickly answered after the visit.”

DCC Craig Denholm

seized the opportunity to update his knowledge of the world of Digital Forensics during his latest ‘Back to the Floor’ session at Camberley. Team Leader Jill Wheeler commented: “It was a positive experience for us all. I had time to talk through the team’s issues around collaboration, storage capacity, workloads and interaction with the Crown Prosecution Service, while the team had the chance to talk to Craig about their own areas of expertise. There’s only our team and POLIT at Camberley now, so we’re a bit out on a limb, making it all the more pleasing to see a member of the senior leadership team.”

Craig Denholm said: “As Jerry says, these sessions give COG direct opportunities to listen to feedback from staff, identify and put in place improvements to enable teams to be more effective and efficient.”

Recent examples of how COG has responded to concerns include instigating a review of current practice regarding efficient access to petty cash. As a result, an improved process is being devised. A similar concern regarding recording Police Vehicle Incidents has prompted a COG-sponsored review.

Another example was a query about whether and how Special Constables could claim for loss of earnings – for example if required to attend court. The process was quickly identified and the team updated.

SURREY'S SUMMER 2012

RED L



**THURS 26 - SUN
29 APRIL**

Four-day National
Police Dog Trials
conclude with family
day at Mount Browne

APRIL

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MAY

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JUNE

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JULY

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AUGUST

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**FRI 1 - SAT
2 JUNE**

Two-day Epsom
Derby meeting



MON 4 JUNE
Surrey County
Show



**SAT 2 - TUES
5 JUNE**

Queen's Diamond
Jubilee Bank
Holiday weekend



**FRI 13 - SUN
15 JULY**

Guilfest
three-day music
festival

6 April, 9 A

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PULL OUT AND KEEP GUIDE

LETTER DAYS

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FRI 20 JULY
Olympic Torch Relay



SAT 28 JULY
Men's Olympics Road Cycling Race



WED 1 AUGUST
Olympics Time Trial Cycling Event



SUN 29 JULY
Women's Olympics Road Cycling Race

April, 7 May and 27 August – Bank Holidays

List of events and campaigns taking place in 2012 visit the Force Event Calendar in the Folders' heading in Outlook.
Annual leave/rest days policy will be in the Olympics period and it can be accessed on the dedicated Olympics page on Connect, or from the new 'Olympics 2012' button at the Home Page.



Simple solution to deal with flood of pay increment applications

I REFER to the letter (*OffBeat* July) about the fuel card being declined due to an admin error, and note that HR had to process some 1,700 applications. The same type of thing will apply to police staff individually applying for their pay increments (which incidentally is a contractual agreement!), that will mean another flood of applications for HR to deal with – no doubt some of which will be delayed.

Surely the answer is simple? Why not give everybody their entitlements as a matter of course, and place the onus on supervision to inform HR of the individuals who (rightly

so) are not deserving or are poor performers?

We never learn but the majority always have to suffer for the minority because of reluctance to tackle them.

**Stewart Meaton
PSD Intelligence**

THE process for administering the September increments for police staff has been in place since 2006, when criteria were applied for the first time, so this is a tried and tested process. The only difference this year is that staff have been asked to complete their own form, rather than the line manager completing

on their behalf.

This year, when the decision was made by the Chief Officer Group to pay the increments, various options were considered. One of these was an exception process but, in light of recent changes and future proposals for police staff pay structures, the decision was made to continue with a similar process as in previous years, albeit with a much more streamlined approach than before.

Forms will only be processed for eligible staff who meet all the set criteria, which means that HR will

be processing nearly 1,000 fewer forms this year.

Yearly increments do form part of some police staff contracts but there are caveats in place to ensure that only deserving and performing staff are rewarded with a pay increment. Poor performance is being tackled across the Force and, gradually, the approach to performance management is shifting from entitlement to rewarding contribution. When this approach is sufficiently embedded the process may well change.

**Paul McElroy
Head of HR**

Can't we free up HQ parking spaces?

WHY do we still seem to have to abide by the old rule that only HR SMT members are entitled to park in the few 'yellow badge' spaces outside of Buildings A and B at HQ?

The Head of HR has long since migrated up the hill and these buildings are now housing a much wider Support Services staff. A number of spaces are permanently taken up by police vehicles now so why can the rest not just be made available on a first come first served basis?

I believe the original purpose was for staff who came and went to Divisional meetings on a frequent basis during the day but, following our restructure, this does not happen often and all cars

parked there in the morning never seem to move.

To just do away with specific spaces I am sure will alleviate a lot of the underlying frustration staff in these buildings experience over this very hot topic. Or maybe they could be allocated by Estates on a needs basis.

Name withheld

THE writer is correct to say that the signs reserving the spaces outside the HR block are out of date and there are plans to remove these signs in the near future.

However, parking at Mount Browne remains under review and so this situation could change at any time.

Readers are reminded that Surrey Police is under no obligation to provide staff parking at any of its premises and parking cannot be guaranteed. Parking is a privilege, not a right, and operational requirements always take priority over other requirements.

If staff are registered disabled and have a blue badge, they may park in the marked disabled spaces, two of which are located outside the HR block.

Staff with special needs can be provided with an allocated parking space if requested by their line manager and supported with a doctor's certificate.

**Liz Cannon
Commercial Asset Manager**

Names and addresses must be supplied but can be withheld on request. The editor reserves the right to reject or edit letters. Letters should be a maximum of **150 words**.

Frustrating custody refusals a waste of time and money

AS a Designated Investigating Officer working within WFM CID I have found on numerous occasions that people have arrived, either by appointment or unannounced, at Guildford custody only to be told that they are related to a Woking crime or case and they must, therefore, be taken to Woking.

To give just one example:

A suspect walked into Guildford front office and gave himself up at 4.30 on a Friday afternoon when the rota was due to finish at 5pm. Custody at Guildford, which

I believe has 24 cells, had five people in custody but refused to take the prisoner when arrested on the grounds that it was related to a Woking case. No matter how much we argued, we were refused access to Guildford custody and, as a result, two staff were then needed to escort and deal with the prisoner in Woking, incurring overtime, travel time and unwarranted expense.

Not only is this practice demoralising, counter productive, expensive and unnecessary, it must also be close to an abuse of process where additional time in custody is imposed upon the prisoner for no apparent good reason.

I would be interested to hear the views of the custody management as to why this procedure is allowed to continue.

Name withheld

IT IS difficult to answer a question on an incident about which I do not have the full facts. However, in general we should all believe in 'one custody' in Surrey.

This entails custody staff assisting all of the users as much as is possible and within the legal framework.



If a suspect voluntarily attends any of our custody centres, they should be dealt with at that centre, though there may be exceptions to this rule, such as special

operations or custody closures. Therefore, an apology is certainly due in relation to the example given in the letter.

When a suspect is requested to attend a custody centre, it is for the officer in charge (OIC) to ensure it is the appropriate custody centre; not one that is necessarily the most convenient for the OIC.

Our aim in custody is to give the most professional service possible at all times, maintaining 'Best Value' principles, while supporting all of the Force commands. If an issue arises that causes concern for any user of custody, please contact any of the Custody Inspectors or myself, who will be more than willing to listen to your concerns and resolve any issues identified.

Chief Inspector Santi Gil

More support please from ICT service desk

PLEASE can something be done about the bureaucracy of the ICT Service Desk system? It's got to the point where I send (non-confidential) work home because it is easier to do it there, than wait for a call back from the service desk.

The frustrating thing is, when I speak to an engineer in ICT, they are brilliant – they have a can-do attitude, want to help and invariably are able to. In particular, the team in the laptop clinic have been awesome – sorting a particularly knotty problem that threatened to delay a key piece of my team's work, and keeping us updated as they went.

Am I the only one who craves a personal touch? A (qualified) human on the end of a phone, who can dive in

and sort out quick problems instantly? Rather than an automaton who records each problem in intimate detail, only for it to disappear mysteriously from People Solutions two weeks later?

Name withheld

WITH our new Shared Business Support Centre the days of IT support seem to have disappeared. Now all you get when you call 33333 is a call handler who logs your call. I have had several queries recently and the promised call backs never come. There is a need for support there and then and the non-urgent jobs can be logged. However, it seems we have cut back so much that there is no support any more.

Sgt Nicky Clark



THANK you both for your feedback.

The ethos of the Shared Business Service Centre is to further enhance self-service and provide maximum resolutions at first point of call for our customers.

We are developing the People Solutions portal to further enhance self-service and more services will be coming in the near future.

We have also been working closely with ICT to enable more training and knowledge to be passed to the first line Service Centre. Following a programme of work with the teams, we were able to implement our new ways of working on the ICT service desk on 17 October I would be very interested to understand if you feel the service has improved since then?

Our service levels are demonstrating that we are fixing more at first point of contact with the customer and we have received positive feedback over this period.

My team and I welcome feedback and this is why we have enabled a feedback facility via People Solutions in order to manage this effectively and provide a more personal response to your input.

Corrie Miller
Head of Shared Services

OUTSTANDING

service h

OUTSTANDING officers and staff across the four operational commands were honoured last month at a special commendation ceremony.

- Commendations were presented for the investigative skills and excellent team work shown by **Vicki Stephenson, Diane Robertson, Stephanie Brewin, James Manning, Lucy Coate-Bond, Kirsty Cox, Sophie Eades, Jane Lewis, DC Mark McCabe** and **DC Matt Gamble** which led to the detection of a series of 35 burglary dwelling offences. The offender was charged and sentenced to 34 months' imprisonment.
- **DC Lee Hazell** earned his commendation for his efforts during a protracted and challenging fraud enquiry that resulted in the conviction of four defendants. Lee also received a Judges' Commendation.
- **PC Lloyd Auloni** was recognised for putting his own life at risk when he courageously pulled a suicidal man from the edge of a bridge over the M25 to safety.
- **DI Jo Hayes, DS Paddy Mayers, DC Richard Pegden** and **PC Zoe Green** were recognised for their part in an investigation into child rape offences where three seven year-old victims were identified. The suspect was sentenced to 15 years' imprisonment.
- In another case of child rape, **DI Matt Durkin, DS Steven Davies** and **DCs Angela Sullivan** and **Michael Cresswell** were commended for their role in a model investigation involving a large number of enquiries in a short time to a very high standard, resulting in a custodial sentence of at least six years and an indefinite Sex Offender Protection Order.



DC Richard Pegden, DS Paddy Mayers and DI Jo Hayes received their awards from **Chief Superintendent Adrian Harper**. They were recognised for their part in sending a child rapist to prison for 15 years.

- **Kelly Partridge**, from the Witness Care Unit, was recognised for her professionalism during a number of cases, including eight murder trials during 2010.
- Commendations were received by **DI Jake Nuttall, DC Nick Beer** and **DC Mark McCabe** for their contribution to Operation Hydrogen where an impressive 21 out of the 30 individuals targeted were arrested.
- **DI Jo Hayes, DC Sue Day, DC Jackie Smith, DC Russell Querns** and **PC Paula Hayward** showed their commitment during a two-year investigation, resulting in the parents of a five week-old baby receiving custodial sentences for grievous bodily

harm and wilful neglect.

- **PC Mike Ferguson** was commended for his commitment, determination and professionalism in dealing with the kidnap and sexual assault of a vulnerable young woman. The suspect pleaded guilty to sexual assault and false imprisonment, was sentenced to seven years' imprisonment and placed on the Sex Offenders' Register.
- Commendations were awarded to **DC Richard Pegden** and **ex DC Gary Stannard** for their efforts during an historic child sexual abuse investigation. A guilty verdict was eventually obtained and the offender received nine years' imprisonment.

- **Sergeant Andrew Grapsas** was praised for identifying a suspicious man who was previously unknown to police, but appeared to be an emerging sexual predator. The man was subsequently charged and put onto the Sex Offenders' Register.
- Dedication, tenacity, creativity and outstanding investigative skills were displayed by **Paul Hurrell, Richard Caines, Darren Laken, Fernand Ephraim, Liz Parsons** and **DC Alison Ayre** during a long and complex investigation of an harassment case. **Alison Ayre** also received a Judges' Commendation.
- **PC Ingrid Collyer, IO Peter Lindop** and **Barry Sullivan** were commended for their work on finding a 15-year-old girl who went missing from a travellers' site in Farnham.
- During last year's snow, a mother and her baby who were unable to get home were helped by **PC Stephen Cresswell** and **SOCO Jane Maisey** at Caterham Police Station. **Pat Crilly** kindly took them to her own home until they could be picked up.
- The hard work and dedication of **Specials' Support Officer Donna McGloin** has made a



Vicki Stephenson, Stephanie Brewin and Jane Lewis were part of the team whose investigative work led to the jailing of a prolific burglar.

onoured



PC Lloyd Auloni risked his own life to save a suicidal man on an M25 bridge.



PC Mike Ferguson helped convict the kidnapper of a vulnerable young woman.

huge difference to many operations, including a recent search for a high risk missing person.

- **Intelligence Analyst Laura Owen** single-handedly provided daily analytical support to the covert team, directly leading to 52 drugs charges.
- **Jorge Afonso Sequeira**, the cleaner for Guildford Custody, has been described as 'one in a million' for consistently looking after the cells to an extraordinarily high standard.
- Well done to **PC Rachel Moss** for her professionalism when assisting an elderly lady who had fallen over in a road sustaining a serious head wound and was unconscious.
- **PC Tom Arthur** was recognised for his ongoing commitment as a Casualty Reduction Officer in the Mole Valley area, while **PC Paul Clifton's** award acknowledged the massive contribution he made to Neighbourhood policing while at Lingfield.
- **DI Derrick Laing** and **Sergeant Gary Wright** were presented with Police Long Service and Good Conduct Awards, while **Chris Annetts** received a Recognition of Service Certificate and **Paul Cliff** was awarded the NPIA Senior Leaders Programme Certificate.
- **Volunteers Brian Truscott** and **Ken Richards** also received commendations.



Federation News

Please support Heather's fund



by Kieran Diamond, Chair

SUNDAY, 25 September 2011 was an important date in the police family calendar. A small group of Surrey Police Federation members, accompanied by Chief Constable Mark Rowley, attended the Police National Memorial Day, held on a cold, wet, rainy day in Glasgow.

It's always a stark reminder that police officers go to work every day knowing their job is dangerous, but also firm in the belief it is a job that must be done. The tragic deaths in recent years have brought the potential risk into focus, but also steeled our determination to honour the memory of those who have given their lives, through their own service or through other untimely tragedies.

Surrey Police is unique in lots of different ways. One of these is the size of the Force, which means everyone knows everyone else. So when we hear of a colleague or friend's death 'on or off duty', it has a real impact on us all.

Heather Cooper was an inspirational police officer, a dedicated professional

detective who symbolised the very ethos of the organisation. The consequence of her death is disturbing and leaves us all deeply saddened by such a tragedy.

The loss of anyone is hard, especially for their immediate friends, family and, in particular, Heather Cooper's two young children who now have been cruelly deprived of her love, support and guidance.

As Heather's colleagues, I believe we could do something positive towards helping these two children. I would, therefore, ask for your support by giving a small donation, which would be used as an investment towards their future. I envisage any money we can raise could be given to Heather's parents later next year, with a target figure of £5,000 or more for each child.

Your assistance in this good deed would be gratefully received.

- **If you wish to make a contribution towards this worthy cause, please contact SPF Principal Officer Keith Coomber (ext: 39247).**

UNISON Update

So what's all the fuss about?



by Will Parsons, Branch Chair

I HAVE been asked this question about pensions on numerous occasions recently: "Doesn't the Government's argument seem simple enough? We can't afford to pay for these pensions, so we all need to accept that we must work longer, pay more and get less."

But that isn't the whole picture.

Public service workers are being asked to pay more in pension contributions by an average of more than 50% – if you earn above £15,000. It's the equivalent, on average, of a 3% pay cut, and this extra money isn't being used to improve pension schemes for the future, it's going straight to the Treasury to pay for the banking crisis.

Not only do we have to pay more, but the amount we receive will be cut by approximately 15%. This is because pensions will no longer be increased in line

with the true cost of living – the Retail Price Index. Instead, the Government will use the Consumer Price Index as a measurement.

Furthermore, many will have to work to the age of 68 before they can receive their pension.

Unlike some schemes, the Local Government Pension Scheme (LGPS) is in good health. It has a total of £165bn of assets which are heavily invested in the domestic and global economies.

On current terms, the LGPS will be cash rich for 15-20 years – it currently takes in £4bn more each year than it pays out. If the Government's proposed changes trigger large scale opt-outs, the scheme could be in deficit within five years.

Please support Unison so that we can support you.

Help always available online

LIVE online access to counsellors is now available 24/7, 365 days a year via our new Employee Assistance Programme (EAP) supplier's website (address below). This complements the existing methods of contact by phone (0800 243 458) and email (assistance@workplaceoptions.com).

The service is staffed by a team of highly trained and qualified professionals, who are experts in fields such as child care, relationships, debt management, employment issues, consumer rights, wellbeing, bereavement, elderly care and much more.

As well as short-term counselling, EAP can supply fact sheets, information packs and even save you time by searching for



services, such as child and elderly care, in your local area.

The EAP is a free, confidential service that is completely independent from Surrey Police. It's available, not just for employees, but also for family members who live at the same address.

Go... For more information, visit www.workplaceoptions.com or email **!Occupational Health.**

Exclusive savings offer for Force staff

POLICE Mutual – the Police Service's financial services provider – is offering Surrey Police employees the chance to enter a free prize draw to win £100 worth of M&S vouchers if they take out a Regular Savings Plan by 25 November 2011.

For more details of the Police Mutual saving scheme visit the Connect page at http://connect/surrey_police_me/14566.asp or <http://www.policemutual.co.uk/savings/surrey-police>.

Alternatively, you can contact Stephanie McMurtry, the Surrey Authorised Officer for Police Mutual, on extn. 32023.

Thanks for supporting Kenya slum project



Taking steps to help: Jodee Humphrey with some of the children from the Kabera slum.

EARLIER this year, Jodee Humphrey (daughter of PC Tina Humphrey) appealed for essential items, such as clothes, food and toiletries, to take on her trip to the Kabera slum in the Kenyan capital to help disadvantaged

children. Jodee, who funded the trip out of her own money, went on the expedition with volunteers from the Cred Foundation – a charity that supports poor communities in African countries.

For 10 days Jodee was

involved with teaching lessons, running after-school clubs for the local children and visiting the children's families. Tina said: "On behalf of Jodee, I'd like to thank everyone in the Force who donated to this worthwhile cause."

OBITUARY



John Walter

RETIRED PC John Walter, who died recently aged 84 years, is remembered by pensioner Bob Bartlett, who writes: "I knew John in the 1960s at Dorking Traffic. His maxim was always to get two or three speeders at the start of the day and the rest of the shift was yours!"

"In more recent years he was a keen Rotary Club member in Dorking and was often to be seen in the town, always looking very smart and chirpy."



Get set for festive Mince Pie Plod

FINGERS crossed that the weather will be OK for this year's traditional Mince Pie Plod on Tuesday, 27 December. Last year, it had to be cancelled because of snow, but hopefully this year the Plod will once again be a fun walking event consisting of 3.5 or six mile rambles over the beautiful Surrey countryside, followed by mulled wine, mince pies and other festive fare.

It starts at 10am at the Sports Pavilion, HQ and anyone – including family and friends – is welcome to join in. There's a £5 entry fee (under 15s free), with the proceeds going to this year's Chief's charity, the Fountain Centre. No need to pre-book, just turn up and register on the day.

Jim's team lands fourth place

THIS year, the National Coarse Angling Championships were hosted by Northern Ireland Police on the River Erne, Enniskillen, and our very own Jim Findlay represented Surrey Police, teaming up with two officers from Essex and three anglers from Norfolk.

Not put off by gale-force winds and torrential rain, 16 teams entered the championships. Jim managed to catch five fish weighing 1kg 465g, just being beaten by the Northern Ireland Captain who caught two fish, a bream of over 3lb and a tiny eel, for a total of 1kg 960g. Overall, the event was won by West Midlands, with Jim and his team coming in with an impressive fourth position.

Tough test for Mark in Beijing

TRIATHALON

A CHALLENGING course and heavy rain didn't put Mark Offord off his stride when he represented Great Britain in the International Triathlon Union's World Championships in China recently and finished in twentieth place.

Mark, a TPT Sergeant and a member of the Surrey Police Triathlon Club, took part in the Sprint Triathlon 25 to 29-year-old age group race in Beijing, competing against 38 international athletes. He said: "Having worried about the potential impact of the heat and humidity of Beijing, I was almost relieved to wake up on

the day to find it cool and raining – conditions I'm more used to!

"The race went well and I was pleased with my result. It was inspiring to compete against world class athletes and I'm thankful to everyone who supported me."

RIGHT: Triathlon man Mark Offord in action in the Beijing event.



Go... If you would like to join the Force's triathlon club or find out more, email Chris Goodman 2185.

Pounding the Stevenage streets



By Steve Davis

COLIN Wood, Jonathan Edwards, Nigel Cook and myself (pictured above) turned out to represent Surrey in the Police National 10-mile Road Race Championships 2011.

The event was hosted by Hertfordshire and held in Stevenage on Wednesday, 14 September. A total of

215 men and 110 women crossed the finish line, with the fastest man completing the challenging course in less than 53 minutes. First of the Surrey competitors was PC Colin Wood from Guildford TPT, with a very good time of 61 minutes 44 seconds.

Colin also ran in the Police Sport UK Marathon Championships on Sunday, 2

October in an incredible three hours, four minutes and 39 seconds, earning him twelfth place.

Go... If you are interested in joining the running team, contact Simon Paterson on ext 39185 for the diary of events.

Anyone fancy a game of squash?

ARE you interested in representing Surrey Police in the Regional Squash Championships? Individual and team events are being held at the Coral Health and Fitness Club in Hove and the winner of each category will then be eligible to participate in the National Championships. All police and police staff, including retired colleagues, are invited to enter.

The following events will be held on Friday, 11 and Saturday, 12 November:

- Men's – under 35s
- Ladies' – under 35s
- Men's – 35s-45s
- Ladies' – 35s-45s
- Men's Vets – over 45
- Ladies' Vets – over 45



Alternatively, you can compete as part of a team on Friday, 24 and Saturday, 25 February. Teams, consisting of five players (any age/gender), will be individually ranked between one and five and will compete against opponents who are correspondingly ranked.

The National Championships will be held in Carlisle from 9 to 11 March, 2012.

Go... For more information, contact
DI Richard Hamlin on ext 31474.



EPIC 67-mile coast walk

MARTIN Wodehouse from Dorking Police Station and his sister Lynne took their dogs Murphy and Daisy for a walk with a difference last month – a gruelling 67 mile hike along the Isle of Wight coast path – to raise money for Hampshire Asbestos Support & Awareness Group (HASAG). The charity offers advice to sufferers of asbestos diseases, and provided Martin with crucial support when he was diagnosed with mesothelioma in 2010.

Hilly terrain, along with wet and windy weather, didn't dampen Martin and Lynne's spirits; they walked for up to eight hours

each day and finished the hike in just four and a half days. Says Martin: "Donating more than £1,500 to HASAG made the pain and blisters from the walk worthwhile and I'm incredibly grateful to anyone who has donated to the cause."

There is still time to contribute – just visit Martin's Just Giving page (www.justgiving.com/martin-wodehouse) to boost his fundraising efforts, which will enable the charity to conduct further research into asbestos diseases and treatments.

Next stop for Martin: he plans to walk the 84 miles of Hadrian's Wall with his sister and dogs next year!



The funny side of Force life with Jill Jackson

ON a slow early turn, Tom Oakshott from Staines

Custody came across this worrying ICAD: "Swan in the road with male chasing it. Informant is concerned for the male as the swan is about the same size as him and he could get hurt." As Tom says – must have been a very big swan!

EVEN more worrying was this comment on the Guildford townlink radio when a store called to say children were on the roof. One of the store staff said "It's alright

though – the manager has gone up to chuck them off."

SEVERAL people spotted this one: "Allegedly officers believed this male suffers from 'asparagus'" – a seasonal ailment?

THE recent Neighbourhood Newsletters raised a smile with several entertaining headlines that almost slipped through the editorial net, including: "Beating thieves in the garden", "Getting hard on drugs" and "Meal thefts on the rise".



If you spot an amusing story, picture or slip of the pen, please send it to Jill Jackson at HQ (full address below) or email jackson12330@surrey.pnn.police.uk

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