

Your Federation

The magazine of Surrey Police Federation

Winter 2024



‘What Would Hannah Do?’

PC’s Mum Reflects On Daughter’s ‘Amazing Life’

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Contents



12



12



14



20



23

Regulars

Chairman:	4
Darren Pemble talks about the pressures facing Surrey officers	
Secretary:	6
Tom Arthur explains the pitfalls of Regulation 13 to Students	
Chief Constable:	8
Tim De Meyer says good people are the root of all policing	
Equality:	9
Elena Boafo reminds officers to look after their mental health	

Features

'What Would Hannah Do?':	10
PC Hannah Byrne's mum reflects on her daughter's 'amazing life'	
'My Door Is Always Open':	12
PCC Lisa Townsend on her plans for her second term in office	
How We Tackle Hate Crime:	14
Nolan Heather explains how officers tackle these complex crimes	
Representing Members And Representing Victims:	16
Rep Gavin Dublin-Cumberbatch on juggling two key police roles	
Policing's Assault Exodus:	19
Statistics show young-in-service officers are at more risk	
Why It is So Important To Honour Fallen Colleagues:	20
Surrey Police Federation at National Police Memorial Day	
Support For Armed Officers:	22
How the PFOA can support specialist officers	
Market Day:	23
Our latest drop-in session for new recruits was a big success	



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Surrey Police Federation

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Stark Realities Of Police

Work Thrown Into Focus

Darren Pemble
Chair
Surrey Police Federation



Welcome to the Autumn edition of *Your Federation*. We had an incredibly busy summer and it would be remiss of me not to thank the hard working officers of Surrey for their professionalism and dedication during this time.

Op Skylark, to deal with the protests in the summer, was really busy for us even though we didn't really have any flashpoints in the county.

I think a lot of this is due to the hard work put in by our officers day in, day out, because their engagement locally was really well received with the Surrey community.

We should never lose sight of the fact of the old Peelian principle, 'the public are the police, and the police are the public'.

It's important to reassure the public, maintain those good links and have good community and Safer Neighbourhood communications. It's just linking in with each other.

It's really important to have that two-way dialogue, reach out, offer support, and listen to any concerns and reassure where we can.

Of course we had officers deployed for regional support and national support of PSUs for surrounding forces and further afield.

Their efforts were a really good example of how the police family steps in to help each other out in times of need.

However, losing officers to help with protests and flashpoints elsewhere did have an adverse effect on those left in Surrey – they had extended shifts and had to continue making sure that we fulfilled all our day-to-day obligations.

I'm really proud of all our officers – those who were deployed elsewhere and those who stayed in force – because they did an incredible job with limited resources.

We also had the incredible difficult situation in Surrey where a member of the public died after police contact. I would just like to say that this is a challenging and difficult time at the moment for officers. So our thoughts with them, for the difficult job that they do.

Sharing Information

There has been a lot of debate about whether police forces are open enough about sharing information with the public.

For example, HM Chief Inspector of

Constabulary Andy Cooke has said he thinks forces should be more proactive in sharing body worn video footage, particularly when out-of-context phone footage is often shared online by members of the public.

The press and online media is pretty critical of any police action or conduct, and context is key for a lot of it. Putting out a little bit more information in the way of CCTV or body worn video, would show the greater context and the difficulties that officers are faced with in any situation.

We shouldn't be hiding behind the judicial process of criminal or misconduct proceedings, when it's really important to get that fairer representation out there.

Showing the context of incidents can help minimise the concern from the public and help build trust and confidence.

Pay Award

I was disappointed with this year's pay award for police officers, even though we were awarded 4.75%. This was the lowest in the public sector.

The call for 6% would have been the minimum expectation, and we should have been at the top of that tree in recognising the difficulty policing is in and how far behind we are with pay and conditions.

The Government also needs to take into

time and availability of training to help officers understand the challenging environment that they have to face, and what they will have to deal with on a daily basis.

We also need greater support from Occupational Health and the NHS, because of the levels of trauma and how that affects officers and their mental health.

Officers in Surrey shouldn't forget that we are there to help and support them with their mental health and wellbeing.

We're currently in talks with the force to obtain further services for them, and we've recently joined forces with the National Police Healthcare Scheme which offers a range of services for serving officers.

We're in talks with the force to see if they can subsidise that in some capacity, to aid in retention and recruitment, because both are challenging issues for the force.

Benefits Of Hindsight

This also links in with comments made by the Metropolitan Police Commissioner Sir Mark Rowley about the system of accountability for officers needing to be fair.

We need to be held accountable, but I think the pendulum has swung so far now against officers so that everything is second guessed.

The hindsight committee is keen to be critical of

particularly those approaching retirement who are unable to find out exactly how much they have in their pension pot.

This is something the Police Federation of England and Wales is looking into, and we in Surrey are trying to support people through this too. We're linking in with the force who are working through the pension statements.

It's important that people log into the XPS portals and make sure that their data and information is correct. If they have any concerns, their first port of call should be to speak to the Surrey and Sussex pension team, who will hopefully assist.

And if they have any ongoing issues, contact us in the Federation and we'll help to signpost them and support them.

Annual Awards

We have our second annual Surrey Police Federation Recognition Awards coming up in December.

I'm very grateful for the support we've had from our sponsors so we can put on this incredible event to highlight and recognise the good work that officers are doing daily within the county of Surrey.

We have some new Award categories this year and the standard of nominations has been absolutely outstanding.

“I'm really proud of all our officers because they did an incredible job with limited resources”

account that we are a unique part of the public sector – we don't have industrial rights and we have severe restrictions on our private lives – so that should be recognised.

This is something that police officers feel very strongly about: 97% of officers want us to explore industrial rights/collective bargaining.

We are very concerned about the mechanism for police officer pay and we very much think there should be a new and fair pay review body for policing. People talk about sitting around the table to negotiate – the fact is that right now, there is no table for us to even sit it.

Realities Of The Job

New statistics from Oscar Kilo have shown that officers are more likely to be assaulted in their first five years of service. Oscar Kilo are currently looking into whether there is a link between that statistic and the likelihood of officers leaving policing early on in their service.

I think the recruitment process for policing needs to be more robust. There needs to be more

police officers' actions in the heat of the moment, with limited information.

With all the recent reports, clearly there are some issues within policing – but recruitment, vetting and supervision would have been the easier way of recognising and addressing that.

We don't want officers who commit criminal offences and who are not fit to hold the office of constable to remain in the role. We need a process that grips this.

However, the new conduct process is not fully thought through. It's behind in its roll out, and the demand on chief officers, ACCs and ACOs is already proving challenging given the volume of work that comes with that position.

The previous misconduct process with Legally Qualified Chairs was a fair, independent and impartial process. It was a system that didn't need to be changed.

Pension Problems

We are aware of the problems that some of our members are having around their pensions,

Our first event last December was such a success that the force also decided to do something similar, so I did have a joke with the Chief about that.

He was very impressed with our first event which gave him the idea to start the Surrey Gala this year, because he's keen, with his Chief Officer team, to recognise the good work that Surrey officers do.

This year, Surrey Police Federation is recognising officers and teams in the following categories:

- Divisional Officer
- Operational & Specialist Command
- Services To Women In Policing
- Surrey Federation Representative
- Special Constable
- Contribution To Policing
- Outstanding Operational/Support Team

Our Awards promises to be a fantastic evening full of positive policing stories. We'll share more details about our winners and photos from the evening in the next edition of *Your Federation*.

More Pressure On Police

Tom Arthur
Secretary
Surrey Police Federation



Conduct continues to be a large part of our work within Surrey Police Federation. We're currently supporting and representing around 60 officers who are going through various processes.

Our student officers need to be aware of the usage of Regulation 13, which puts them under different Reg notice in their first two or three years.

This means they are liable to go into the Reg 13 process rather than going into a normal conduct process. This can be due to behaviour either on or off duty – student officers need to remember that they must always uphold the standards laid down by Surrey Police as a serving police officer.

Off-duty behaviour has come to our notice a lot recently.

As your Federation, we would like to remind student officers of the initial chat they get from us when they join, and not to forget that when they go out in the evening with their friends.

Misconduct Investigations

We continue to see misconduct investigations dragging on for far too long, both nationally and in Surrey. We will keep talking to the Professional Standards Department about the time that officers are being left to wait for updates on their case.

Sometimes this is extended due to heavy workloads. However, the effect that such delays have on the officer who is under the Regulation notice needs to be taken into consideration.

We are also concerned that any kind of criminal investigation into an officer seems to take far longer than it would do for a member of the public. We are repeatedly raising this with senior management

As your Federation, we will push to get this expedited, not just for the officer's benefit, but also bearing in mind that such investigations are being paid for with tax payers' money.

Group Insurance Scheme

I want to remind our officers about our Group Insurance Scheme. It's an extremely good scheme, which could save you up to £145 a

month just in general insurances. Your Federation subscription will cover you for anything that is duty-related, but for things that aren't and for off duty incidents, you need to have group insurance in place. Our Scheme covers domestic insurance, and general incidents where you might find yourself needing legal advice. That's very important to know, as officers are now using this more than ever.

Pension Updates

You should be receiving constant updates on pension matters from the force. Our chair, Darren Pemble, sits on the Surrey/Sussex pensions board and meets with our pension providers.

We advise members to continue to look at the PFEW website here: www.polfed.org/support/pensions-update. A lot of your questions will be answered there, as we progress with negotiations with the Government.

Mental Health

Last year, 39% of sick days taken by police officers nationally were due to poor mental ill health, up from 33% in 2020. That's significantly higher than for other professions such as midwives, ambulance staff and doctors.

I think the pressure that officers are being put under, some of them young-in-service, is one of the catalysts for problems with mental health within the force.

The day-to-day work that officers are expected to achieve, and the extra work that they're taking on, is having a major impact on them and their families.

Unfortunately this shows up in the rise in mental health problems. We are trying to encourage the force to put more time, effort and money into providing better care for officers. Some of our new-in-service officers are now finding that they are struggling a lot earlier in their careers.

In Surrey, we are pushing the National Police Healthcare Scheme which, although not directly looking at mental health, does provide access to help and some of the respite centres. The group insurance also includes GP24.

We are also promoting Thin Blue Line UK, and we are raising money for this charity via the raffle at our awards ceremony in December.

In Surrey, mental health is a very pertinent issue, as we have sadly lost two colleagues this year. The force needs to work harder, with help from us, to provide a better service for members.



“I think the pressure that officers are being put under is one of the catalysts for problems with mental health within the force”



Looking After Ourselves

Elena Boafo
Equality & Wellbeing Lead
Surrey Police Federation



Federation Reps continue to be very busy supporting our members, but we have also been honoured to attend some important policing events in recent months.

On 29 September, Surrey Police Federation was proud to attend the 21st annual National Police Memorial Day in Glasgow, along with the Chief Constable. It's an important occasion where we remember our fallen colleagues, and thank their families, for their sacrifice. It was particularly poignant this year, after our recent losses in Surrey. Officers enter into policing to serve the public and keep them safe, but they also absorb a lot of trauma and put their own lives at risk.

been the busiest that the Federation Reps have ever known. We have provided legal support to many officers as witnesses in several high-impact matters, and we really have your interests at heart when there's extra scrutiny.

We don't just offer legal support when officers are under investigation – we continue to provide legal funding for officers who are victims or witnesses of misconduct by other officers.

A few weeks ago I attended a seminar led by Ian Saunders, Equality Lead for the national Federation. He talked to us about the new amendment to the Equality Act 2010, which went live on 26 October.

It introduces a new, positive legal obligation on employers to take reasonable steps to protect their workers from sexual harassment.

The guidance states that a preventative duty is an anticipatory duty, and, in the words of the Equality and Human Rights Commission (EHRC), it is "designed to transform workplace cultures by

employment, and take action to prevent such harassment taking place.

However, if sexual harassment has taken place, the preventative duty means the employer should take action to stop sexual harassment from happening again.

We believe that forces will undertake risk assessments, training and amendments in policy to fulfil their duty under the Act, and we will learn more about this over the coming months.

We were also reminded that sexual harassment, under Section 26 of the Equality Act, can be just one incident, and there may be a vicarious link to the workplace, even if it does not happen during work time or on work premises. Therefore the Federation is here to support those victims and witnesses, if they wish to proceed with a claim.

Recognising Police Excellence

It was a joy to attend the force's inaugural Surrey Police Gala in September, where we celebrated

"Officers are working harder than ever for our communities, and many are exhausted. It's more important than ever to look after ourselves"

Ten Things I Like About You

Tim De Meyer
Chief Constable
Surrey Police



A much admired Chief Constable who I looked up to very much was once asked in a radio interview, "How, with everything you are responsible for in your force, do you get to sleep at night?" He answered calmly, "Because I've got good people."

Eighteen months into this job I now really know

grateful. But the fact is that I owe them so much more than they could ever owe me. Here are ten reasons why.

1. For their selflessness in racing towards dangers that everyone else runs from.
2. For encountering and contending every day with things that few see more than once in a lifetime.
3. For responding to the challenge of fighting crime and protecting people by charging 3,000 more criminals in the last year than the year before, doubling our previous output and in so doing protecting
7. For outstanding planning and execution of huge operations such as the Epsom Derby.
8. For extraordinary bravery in the face of violence and composure where there is provocation.
9. For being there for victims of domestic abuse, child abuse, rape and sexual

with people in mental health crisis – while the force works to ensure that they get the service they need from partners and the police are freed up to do what only we can do.

"I am fortunate to meet so many brilliant officers and staff every week. I am in awe of their effort, resilience, competence and kindness"

what he meant. I am fortunate to meet so many brilliant officers and staff every week.

To be quite honest, I am in awe of their effort, resilience, competence and kindness. Moreover, the humility of colleagues is extraordinary.

If I or a fellow senior officer tries to help in even the smallest way, every person I meet is hugely

countless potential victims from harm.

4. For ensuring that, when a colleague is assaulted or racially abused, the offender is brought to justice.
5. For being ready to respond to disorder and gun violence – here in Surrey or elsewhere.
6. For patience and composure in dealing
10. For doing all this when tired, contending with lives outside of policing and families who need you.

Chief Constables rely on good people. Thank you so much.

#AskTwice

The national Federation recently launched its #AskTwice campaign, which encourages officers to ask their colleagues how they are, and if they're not convinced by the answer, to ask twice.

The campaign is about nurturing a positive and supportive culture within policing, one that breaks down barriers and removes stigma. The focus is to prioritise mental, physical, financial and general wellbeing over insecurity and isolation.

The PFEW website also provides a library of resources to use and to share with colleagues.

I think officers are working harder than ever for our communities, and many are exhausted. It's more important than ever to look after ourselves and one another. Please remember that we are here for you. We can help you through difficult situations, signpost you to useful resources and simply speak on your behalf to managers, if you want us to.

Supporting Officers As Victims

This summer has

requiring employers to take positive and proactive, reasonable steps to prevent sexual harassment of their workers".

The duty requires that employers should anticipate scenarios when its workers may be subject to sexual harassment in the course of

the winners of 17 awards.

And we cannot wait for our own Surrey Police Federation Recognition Awards, on 12 December. It remains a pivotal event in our calendar, made extra special by being so close to Christmas.

Have you passed the job-related fitness test at 3.7 and suffered a detriment? If so, please contact your Federation Rep



‘What Would Hannah Do?’

The mother of PC Hannah Byrne has said the support she's received from police colleagues and Federation staff has been "invaluable".

Hannah sadly died while on holiday in Greece last year, having followed her mother and grandfather's footsteps in being an officer for Surrey Police.

Sarah Warner retired in August 2022 after serving 30 years as a PC, latterly as a youth engagement officer. Hannah became the third generation of the family to join the force in March 2022, working in Reigate as part of the neighbourhood policing team.

Sarah said: "Hannah had wanted to join the police from a young age, so it was very much her dream come true."

"She was absolutely living her best life being in the police, she was so passionate about it."

house and I'd actually exchanged on a property on the morning Hannah passed away. All my money was tied up in that, so if it hadn't been for the Federation, I'd have just put the flights on a credit card and I'd still be paying it off now.

"Having the Federation on our side also helped with planning Hannah's funeral, because she had a police funeral at Guildford Cathedral and then we had a service at a crematorium in Crawley. They were really helpful in sorting out the logistics of that."

"The Federation also nominated us for a welfare break so we can book a holiday cottage as a family and we can go away together in May next year, on what would have been Hannah's birthday."

"It's enabled us to do some extra family stuff, which has been really lovely."

As Hannah had taken out Group Insurance, the Federation also arranged for the family to receive the death-in-service benefit.

can help with anything. So I don't feel completely alone."

Happy Memories

Sarah is still in close contact with members of Hannah's rota, and takes comfort in the fact that her daughter was so well-liked within the force.

Sarah said: "Her rota is just amazing, we've received so much support from them. Even now, they invite my son out for some of their police dos."

"People from Hannah's rota tell me about the caring side of her, and how good she was with young people. She was also incredibly funny, so they have some brilliant stories that they tell me. It's things like that that give me so much comfort, to know that she'd made such a big impact in such a short space of time."

"Hannah was one of those personalities that completely lit up a room; her colleagues said that

“She would come home from a late shift, at 1am, and be banging down my bedroom door because she'd want to tell me about her shift!”

"She would come home from a late shift, at 1am, and be banging down my bedroom door because she'd want to tell me about her shift! It was really lovely that we had a crossover at Surrey Police and that Hannah was there with me on my last day. She also came with me to HQ to see the Chief Constable and get my retirement certificate."

Invaluable Support

Tragically, Hannah died in an accident on holiday in Corfu on 1 September 2023, when she was just 22 years old. Surrey Police Federation stepped in to support Hannah's family and help them get out to Greece straight away.

Sarah said: "The Federation, particularly the Chair, Darren, were invaluable. They made it a lot easier for us to go out to Corfu as a family, as it was very important for us to get out there as quickly as we could."

"We very much felt like we wanted to be out there together, so we could be with Hannah when we brought her back home to England."

"Before that, we were in the process of moving

Sarah said: "I remember the day Hannah told me she had got the insurance and said, 'I've put your name down, Mum'."

"We had a bit of a joke about it, and I said, 'I'm going to go many years before you do, honey, but it's really nice that you put me down.'"

"So it was such a bittersweet thing to have. But it has enabled us to move back to Horley, where the children grew up and where my son's support network is."

"We didn't end up moving to the property we were originally going to go to because I couldn't face moving there without Hannah."

"So it meant a lot to me to be able to move back somewhere that's definitely better for my son."

The Federation has also supported the family through the investigation into Hannah's death which is being conducted by Greek authorities.

Sarah said: "There's been an investigation into Hannah's death, which has been extremely slow and we're still waiting for everything to go through the courts system in Greece, but it's been handy just to be able to email the Federation to see if they

if Hannah walked into a room on briefing, you just knew that the day was going to be okay. I think for somebody so young, that's a lovely quality to have."

"I just know that she would have gone on to do so many amazing things."

"When she died and Surrey Police put something on Facebook about it, I had a few comments from young people that she'd helped and they said that Hannah had been out to see them two or three times, and she went out of her way to support them."

Sarah said Hannah "lived life to the max", explaining: "Hannah was lactose intolerant, but it wouldn't stop her from having a chocolate éclair filled with cream even though her face would swell up afterwards! She'd be on a late shift but she'd be up early to take her two dogs down to the coast. She fitted everything into her 22 years."

"When she passed, it made us realise how short life is and that you should be doing something that you're passionate about. We have this saying in our family now: 'F*ck it, what would Hannah do?'. We try to live by that motto."



'My Door Is Always Open'

Surrey's re-elected Police and Crime Commissioner Lisa Townsend talks about her plans for her second term in office, and why she is passionate about mental health and stamping out assaults on police officers

Q You were recently re-elected for your second term as PCC. Are you pleased with what you achieved in your first term?

A Yes, I think the team and I achieved an awful lot, particularly around preventing violence against women and girls. We also put work into supporting those who had experienced sexual assault, rape and domestic abuse.

We're now the most improved force when it comes to dealing with violence against women and girls.

Coming into the role was a huge learning curve for me, as I didn't have a policing background, but I was enormously supported by my office, my deputy, Ellie Vesey-Thompson, the force, and particularly officers at Federation rank.

Q Looking back on your first term as PCC, was the job what you expected when you first decided to stand for election?



Commissioners, which includes looking at police officers as victims of assault.

This summer we saw officers across the country being attacked and assaulted during the riots, not in Surrey thankfully, but it's something that police officers unfortunately put up with in their day-to-day roles. But it's not OK.

The work the last Government did on making

and I'll also be raising it with MPs in Surrey and beyond, to make sure that the Government is doing all it can to stamp down on this.

Q How can you influence the force to look at the ways they support officers who are suffering from physical or mental health issues as a result of being assaulted?

A My other national portfolio is mental health. There's an awful lot that forces can do to support officers who are struggling with their mental health.

It goes right back to our HR processes, through to occupational health, and also making sure that officers know where to go to seek help. But we need to support them from the very beginning.

I've been out on attachment where I've witnessed officers being racially abused, and what's quite difficult watching it is how they accept it as part of the job.

Whether it's physical abuse or racial abuse,

detect because they're behind closed doors.

The role of the PCC is providing resources to the force so they can look after the most vulnerable in our communities.

Q What can you do in your role as PCC that will benefit frontline officers in Surrey?

A A lot of it is advocating for them. I go out on attachment quite a lot and have really useful conversations with officers at Federation rank; they're open and honest, and will tell me what it's like on the ground.

They tell me the pressures they're facing: whether it's not having enough officers in the right place or not having the right IT. That means I can go back to senior officers or the estates team and say: 'This police station needs a bit more support', or 'Officers there are really feeling the strain on resources. How can we support them?'. I take that part of my role very seriously.

Q Why is it important for you to have a good and constructive working relationship with the Federation?

A My relationship with the Federation is vital, because I can sense-check things with them. And it also allows them to raise issues with me that might be easier to raise with somebody who is slightly separate from the force.

A good example is the recent estate changes around the move of the eastern division from Reigate to Leatherhead; I've had conversations with the Federation to ask how are officers feeling about that, is it something they support, are they getting the right communication from the force?

Q And finally, if you could give one key message to the police officers of Surrey, what would it be?

A First of all, my door is always open to you. I'm fairly easy to get hold of. If there's anything you're worried or concerned about, come to me in confidence.

While this job involves liaising with the public and being the public's representative in policing, I'm very much the officers' representative to the public as well.

"I've witnessed officers being racially abused, and what's quite difficult watching it is how they accept it as part of the job"

A I didn't have too many expectations. But the pleasant surprise was how much I've been able to do with the role, particularly around commissioning work, supporting the force and officers, and making sure the Chief Constable has the resources he needs. There's also a huge amount of community engagement.

There were definitely some surprises, particularly around the way that we were working with the estate buildings – we're doing the rebuild at Mount Browne, because I took the decision very early on not to move the force HQ to Leatherhead. That presented some challenges, but I think we absolutely got the right result for officers.

Q And looking towards the future, what are your plans for your second term in office as PCC?

A I want to focus on victims. I've recently taken on the National Victims Portfolio for The Association of Police and Crime

assaults against emergency workers a specific crime was a step in the right direction, but there's an awful lot more work to be done.

Q How can you as a PCC influence that work and make it socially unacceptable to assault police officers?

A PCCs are well-placed to raise this issue with members of the public and make it clear that assaulting officers is absolutely not acceptable, and that we have to give our support to officers who are experiencing a physical assault, racial abuse, or any kind of abuse.

As national lead, I can be that link between our communities and the police force. I attend a couple of residents' meetings a week, and the Chief Constable and I are starting our autumn/winter programme of community engagement meetings.

We're raising this as an issue with the public,

they absolutely shouldn't have to accept that.

Q Why do you think the role of PCC is an important one within the police service?

A It's that link between the public and the police force. It's great that violent crime is going down, particularly in Surrey.

But increasingly, forces are having to deal with much more complicated crimes, including fraud, cybercrime and online paedophilia. All those things are very resource-heavy.

There is a constant call from the public to see more police officers out on the beat, and that's a really important part of policing.

But as a PCC, standing slightly apart from the force, I can talk to the public and be honest about the reality of what policing looks like today.

I explain to people that unfortunately, for the most vulnerable in our communities, they can be in more danger in their homes than they are out on our streets, and those crimes are harder to



How We Tackle Hate Crime

Reports of homophobic, transphobic and faith-related hate have risen over the past year across Surrey, where there were 2,731 hate crimes reported in 2024.

But despite the figures, the man leading Surrey's fight against hate is confident things are starting to move in the right direction – and he believes the statistics will soon follow suit.

Nolan Heather, an experienced police officer of 26 years, is Surrey Police's portfolio holder for hate crime, and leads the force's strategy on dealing with hate-fuelled offences.

It has not been an easy role, by his own admission. Growing conflict and uncertainty across the globe has sparked tensions among many communities, including in Surrey.

Over the past year in Surrey, racial-related hate crime was up by 3.28%; faith-related hate crime was up by 58.54%; disability-related hate crime was up by 14.06%; transgender-related hate crime was up by 40.21%; and homophobic-related hate crime was up by 37.13%.

Nolan says: "Some of the cases we've had have involved a gay couple and someone doesn't



getting policing right.

Nolan said: "Mr Ebrahimi was subject to a lot of hostility over a number of years and was ultimately murdered through it.

"It's a really horrible story, but it highlights to the officers the importance of getting it right."

To that end – and to tackle the escalating issue – all response officers have been trained to



through the court process now, it's a really good news story. I'm incredibly proud of what I do.

"I know from talking to some of the officers that have been subject to it, there are officers that have left the service from just feeling that they can't go through anymore, with all the abuse that they've had.

"It's imperative that we do all we can to make

"The more confident we can make people to report hate crime, the more we can then prevent it."

like the fact there's a gay couple living next door to them.

"The torment they put these people through is horrific... The impact it has on people's lives and the anxiety."

Nolan leads a dedicated team of three, although responsibility for identifying and dealing with hate crime does sit with neighbourhood officers in the force.

Nolan's deputy is DI Jeff Jones, and the force hate crime officer is PC Amanda Smith, is responsible for planning, community engagement and supporting the frontline with hate crimes.

Education Is Key

While tough to listen to and see first-hand, Nolan says speaking to victims is the best motivation to keep on cracking down on hate crime.

He also strongly believes in the power of education in tackling issues at their roots.

In 2013, the world of policing was rocked when a police officer and a PCSO from Avon and Somerset were jailed for misconduct in public office. It followed the murder of refugee Bijan Ebrahimi, who had repeatedly called police for help before he was killed in Bristol.

The case is now highlighted during hate crime training sessions to show the importance of

recognise and identify hate crime.

Nolan added: "We had a day training every response officer in Surrey Police, over 15 whole days of training. We started training them in January this year and finished training them at the end of July.

"So we did six months, once every other week, a full day with every Response team, around it and going through it with them.

"We did legislative input, we had the Crown Prosecution Service who did an input, our Chief had an input, and then we spent a day doing a case study with them, around Bijan Ebrahimi.

"What we found since we've done that training with them, is our performance has significantly improved in how we're solving hate crimes in the force.

"A really helpful byproduct is when our own officers and staff are subjected to hate crimes, the quality of the statements they're now taking about the impact on them is significantly improved from what it was."

Officer Victims

Nolan says officers are also getting better at recognising when offences have been made against them thanks to their training.

He explained: "We're taking more of those

sure that we look after them and put support in place.

"The more confident we can make people to report hate crime – especially in these times of uncertainty internationally as well as locally – the more we can then prevent it.

"There needs to be a plan to educate and try and stop it."

Frontline Focus

The hate crime team's work is being widely praised for its impact and collaboration with the community, but Nolan is keen praise to officers on the ground who deal with the issues first hand.

He explained: "They're the ones that are dealing with 99% of it and they've done an incredible job; they are consistently doing a good job.

"It's really impressive to see, from my perspective.

"The feedback we're getting from our partners is that they are feeling that Surrey Police are doing a better job of it.

"The public have more confidence in reporting to the police, and when we get it reported to us we're doing a better job of solving it than we were. Which then builds that positive cycle, doesn't it?"

Representing Members

Federation Rep T/DI Gavin Dublin-Cumberbatch has spoken about combining his role with the challenges of being a detective, and why diversity is important in the Federation.

Gavin has recently been promoted to Temporary Detective Inspector on Surrey's domestic abuse team, and has been a Fed Rep for just over a year.

His policing career started in 2009, when he joined Thames Valley Police. Four years later he transferred to Surrey Police's targeted patrol team, then moved into investigations as a PC.

Gavin took his detective qualification, worked in CID and the Safeguarding Investigation Unit (SIU), then qualified as a Detective Sergeant.

He became a supervisor on the SIU and worked in teams including the Child Exploitation and Missing Unit (CEMU), before being promoted to his current role in the domestic abuse team.

Being a detective brought its challenges, Gavin said, but also huge rewards. He said: "The domestic abuse department is very large, with around 75 people across three teams. My job is to make sure that they have everything they need to help the victims who report domestic abuse.

"It's a challenging role, because you are the subject matter expert when it comes to investigations. Even as a DC, but certainly as a DS or DI, uniformed colleagues will look to you for direction.

"It can be difficult when you've got a lot of things going on, because the nature of the role means you're dealing with what are often



complex or protracted crime investigations. You need to be able to juggle multiple things at the same time, while also considering factors like victim care and file build quality.

"But, saying that, it is properly rewarding when you get a good result on a case, because they are such serious offences that you really have to work hard on them. It's great to know that you've done a thorough investigation, and achieved a really good outcome for the victim."

Paperwork Challenge

But changes to legislation in recent years mean that detectives were having to deal with more and more paperwork.

Gavin explained: "A major challenge is the amount of administrative work that you have to do. It adds a whole other dimension to your role.

"It requires a lot more time than it used to, and

a lot more focus, because these investigations are often quite complex and lengthy and you don't want to get anything wrong. So it adds some pressure.

"I think we need to find a middle ground, where it's not too burdensome on the person doing the investigation, but that we do everything we need to and justice is served in the correct way.

"It's finding that balance between what is proportionate and necessary, to make sure that you've got a good, solid case that can go to court, and you're comfortable with everything you've done."

Detectives were also often overworked due to a lack of resource, Gavin said: "You can't spread a large workload across the number of people we've got at the moment without people feeling stressed and overworked."

He suggested that officers might not be choosing to go down the detective route because of the amount of training involved and the ongoing professional development needed to maintain accreditation.

He said: "There are very few roles within policing that require as much dedication in terms of maintaining that qualification, and often the hard work that goes into being a detective isn't properly recognised.

"If we got more recognition, then I think more people would want to become detectives, and that would reduce the workload and burden on those who are already doing it."

Gavin said he would always encourage officers to train to be detectives: "If you're

And Representing Victims

interested, give it a go. It's definitely a rewarding aspect of policing. It opens up a lot of doors and it's challenging.

"If you're interested in the wider scope of an investigation, seeing it through to the end, then being a detective might be for you. There's nothing more satisfying than being able to say you've been involved in a job almost from the

Fed Reps from an ethnic minority background.

"Having been in the job for a while now, I can see the value in having someone who has a lived experience of being a black police officer and can share those experiences with people who may be going through a difficult time."

Being a Fed Rep has also given Gavin a broader insight into policing. He said: "It's good

result of working for the Fed, doing the training and understanding how the systems actually work."

More officers should consider becoming Fed Reps, he said, as it was such an important role.

He said: "If you're looking for a new challenge and something a bit different, then do consider throwing your hat in the ring, because we could

"You can't spread a large workload across the number of people we've got at the moment without people feeling stressed and overworked"

outset, to the conclusion – you've seen it all the way through, and the result is predominantly down to you and the hard work that you've put into it."

Key Representation

Just over a year ago, Gavin became a Fed Rep, hoping to help his colleagues and bring his experience of being a black police officer to the role.

He said: "I recognised that there wasn't a massive amount of representation in terms of

to see the other side of the business. Working in investigations, I deal predominantly with the crime side and dealing with members of the public.

"But a lot goes on internally, so this is a new challenge for me. I enjoy learning new things, and this has helped me become a better supervisor, manager and Inspector in my department, because now I have a better understanding of the processes and how to manage and deal with people. And that's as a

use more Fed Reps. It can be a time-consuming role, but it's rewarding when you help someone who's going through a difficult time, and make sure they get a fair shout.

"Fed Reps are so important, because the system has a tendency of running away with things if it doesn't have checks and balances. We're not here to defend the indefensible, but we're here to make sure that everybody has a fair hearing and that things are done in the right way."

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New Surrey Healthcare Plan

Officers in Surrey can now sign up to join the National Police Healthcare Scheme, a not-for-profit Trust, overseen by Trustees who are all serving police officers.

The NPHS provides serving and retired officers, police staff and their families (spouses/partners and children) with swift access to the best medical treatment available.

As police officers and staff work tirelessly to protect, serve, and safeguard members of the

what it provides to them and their families. "It's very important to us that the NPHS is overseen by Trustees who are all serving police officers, and that it's not a scheme which seeks to make a profit. The overriding goal of the scheme is to provide real health benefits to police officers, police staff and their families when they need it".

Membership benefits
NPHS members have access to the highest-quality

schemes, subscription rates will not increase if you make a claim. This ensures members can access the healthcare they need without worrying about any impact on the future costs of your membership.

Members who join the NPHS do not need to attend any medical assessments or make any medical declarations whatsoever. This means the benefits of comprehensive healthcare coverage begin straight away.

"The aim of the scheme is to provide swift access to very generous levels of private healthcare to those in the police family, at not-for-profit rates."

public, so the NPHS seeks to support and protect the protectors.

Jim Gray is CEO of the NPHS, and himself was a police officer for over 30 years. He said: "It's been an absolute pleasure to work with colleagues in Surrey Police Federation and Surrey Police to launch the scheme locally.

"The aim of the scheme is to provide swift access to very generous levels of private healthcare to those in the police family, at not-for-profit rates.

"Membership of the scheme continues to rise as more and more officers and staff become aware of

private medical healthcare available. The scheme covers consultation fees, diagnostic procedures, scans and tests, surgical treatments, physiotherapy, osteopathy and chiropractic treatments, and all relevant follow-ups.

Working with all healthcare providers means the NPHS can offer you the best care available. Collaboration with a wide range of specialist facilities means members have access to the right treatment should they need it.

Plus, there is an alternative cash benefit for NHS treatment. Unlike a number of other healthcare

Members are fully covered for any new conditions from the moment their application is confirmed. Pre-existing conditions are covered after two years of membership. The scheme also extends its benefits to its members' children. When they turn 21, members' children can join the scheme as adult associate members.

The NPHS has a friendly team of claims advisors to help members make claims quickly and easily.

Click here to apply online today: <https://www.polfed.org/surrey/national-police-healthcare-scheme/>

Policing's Assault Exodus

The police service needs to investigate whether there is a correlation between officer assaults and the number of people leaving the service in their first five years.

That's according to Andy Rhodes, Service Director of Oscar Kilo who said a staggering 80% of serious assaults on officers happen when they are in their first five years of service.

Government statistics reveal there are an average of 125 assaults on Police Officers in England and Wales every single day. There were in total 45,907 assaults on police officers last year.

That equates to more than five assaults on our colleagues every hour of the day.

Andy told the Superintendents' Association conference that assault data is "highly relevant" when trying to understand why the numbers of people leaving the service early has risen significantly since Covid, up to 6.6% from 3% before the pandemic.

He said: "More people are leaving in their first five years of service and that's not necessarily a bad thing. Sometimes there's a healthy turnover rate. If people come into an occupation and it's not for them that's not necessarily a problem, but we need to understand it

"80% of serious assaults happens to police officers in the first five years of their service. The data from Op Hampshire is highly relevant about why we have a high turnover rate in the first five years.

"If we can't understand the data, get the insights from it and support individuals then we're never going to reduce severe and serious assaults on our staff."

Finding Balance

Andy also said that new recruits into policing were finding it difficult to cope with the transition into shift work and maintaining a healthy work-life balance, with four in 10 saying work strain is affecting their personal life.

He told delegates: "New recruits need to be educated about healthy strategies to cope with adjusting to starting shift work. New recruits coming into policing are entering a very difficult environment – probably one of the most difficult environments to put a new recruit into – so the more we can support them the better.

"We're looking at building this into education for new recruits about sleep fatigue and recovering. It's a real opportunity to help people with their work-life balance."

Culture Change

He also reiterated that the Police Covenant was a golden opportunity to make sure the service is properly looking after the welfare of its staff.

He said: "Our job is to encourage culture change and allow the right tools to help people. I would like serious commitment around the Police Covenant and we should seize it as an opportunity because it's legislating for the stuff that we're talking about.

"It wouldn't matter who's in Government, who the Chief Constable is. It is setting in stone the requirement for us to pay high regard to the health and wellbeing of our people. It's a huge opportunity for us so we've got to grasp it."

"80% of serious assaults happens to police officers in the first five years of their service. The data from Op Hampshire is highly relevant about why we have a high turnover rate in the first five years"

Why It Is So Important To



There was emotion and humour as police officers who have died on duty were remembered by their family and friends at the Care of Police Survivors (COPS) Annual Service of Remembrance.

Surviving family members and serving police officers gathered at the National Memorial Arboretum on Sunday 28 July to pay their respects to officers who have made the ultimate sacrifice.

The service in Staffordshire was bathed in glorious sunshine and attended by around 1,000 people.

Events took place all weekend for surviving

family members.

During the 50 minute service on Sunday, survivors recalled their loss and how the charity had helped them in their time of need.

Speaking eloquently and emotionally were Sarah Doyle, wife of PC Neil Doyle, of Merseyside Police; Greg Briggs, brother of PC Paul Briggs, of Merseyside Police; and Charlotte Kellaway, daughter of Detective Inspector Ian Kellaway, of the City of London Police.

The Roll of Honour for the police officers and who died on duty during the last 12 months was read out.

Those remembered this year were Police Property Officer Mark Birch, from the British Transport Police; Sgt Graham Saville, of Nottinghamshire Police; Sgt Paul Frear, of West Midlands Police; PC Jack Cummings, of West Yorkshire Police; and Acting Sgt Reece Buckenham, of Hertfordshire Police.

Before the Service of Remembrance, The Police Unity Tour arrived, comprising hundreds of cyclists who had ridden from across the country to the Arboretum in memory of fallen officers. The cyclists raise money for the COPS charity. Also attending were the Blue Knights motorcyclists.



Honour Fallen Colleagues



Surrey Police Federation joined members of the police family to honour thousands of police officers who have died on duty.

The 21st annual National Police Memorial Day was held at the Royal Concert Hall in Glasgow on Sunday 29 September, to honour almost 5,000 officers who have lost their lives on duty.

The names of those officers who had died in the past year were read out.

They are Sgt Graham Saville, of Nottinghamshire Police; Sgt Paul Frear, of West Midlands Police; PC Jack Cummings, of West Yorkshire Police; and Acting Sgt Reece Buckenham, of Hertfordshire Constabulary.

Tom Arthur, Secretary of Surrey Police Federation, said: "National Police Memorial Day gives us the opportunity to come together and remember those individuals who have made the ultimate sacrifice.

"It's an honour for us to represent the Force and the Federation. It's a very touching day where we get a chance to actually say our own farewells to some people in the force. We've lost two people, unfortunately, this year.

"And to remember all the officers that have gone before us, some of them making the ultimate

sacrifice just to uphold the law, and the principles, and to protect the public."

During the service, candles were lit for officers in each of the four nations. Lighting the candle for Scotland were Margaret Collins and Helen Cruddis, mother and sister of PC Anthony (Tony) Collins, of Police Scotland, who died on 29 November 2013 aged 43 when a police helicopter crashed into the roof of the Clutha bar in Glasgow.

Lighting the candle for England was Luke Ratana, son of Police Sergeant Matiu (Matt) Ratana, of the Metropolitan Police, who died on 25 September 2020 aged 54 after being fatally shot in Croydon Custody Centre.

Lighting the candle for Northern Ireland was Jill Davidson, wife of Detective Superintendent Philip Davidson, of the Royal Ulster Constabulary, who died on 2 June 1994 aged when the RAF Chinook helicopter crashed on the Mull of Kintyre.

Lighting the candle for Wales were Rob Jones and Chris Milne-Jones, brother and sister of PC Ralph Jones, of North Wales Police, who died on 13 July 1999 aged 34 as a result of a road traffic incident while on a training course.

Home Secretary Yvette Cooper, who gave a reading during the service, said: "Today, we mourn

and remember all the officers who have given their lives in service to the public.

"We thank them and pay tribute to their bravery, their dedication and their sacrifice. We stand with their families who continue to live with the pain of losing their loved one and the pride for their incredible work to keep us safe.

"Policing is an extraordinary job - our officers run towards danger as others retreat.

"We owe these officers a debt that can never be forgotten."

First Minister John Swinney said: "On behalf of everyone in Scotland, I would like to take this opportunity to tell the officers and staff of Police Scotland how much we appreciate their bravery. I pledge we will not forget those who have lost their lives serving our communities."

During the service, a tribute was also paid to all those who lost their lives in air disasters, to mark the 30th anniversary of the Chinook helicopter crash on the Mull of Kintyre. A wreath was laid in their memory.

There was silence as petals of remembrance, representing all who have lost their lives, descended from the gallery as the Last Post was sounded.



Support For Armed Officers

The Police Firearms Officers Association was created to support all those involved in UK armed policing and their families. PFOA membership is also open to all Taser-accredited officers.

The organisation is a registered charity and was founded in 2009 – it now has almost 11,000 members.

The PFOA's Trustees and staff are a mix of serving and retired firearms officers, who have many years of experience and extensive knowledge of firearms policing.

Mark Williams, CEO, said: "We care for those

officers, including Taser officers with the Special Constabulary; and retired officers.

"As well as the comprehensive support we offer, if you want to speak with someone who has been involved in an incident like your own, we will arrange it from our vast network of contacts. We have members in all forces and agencies."

The PFOA is contactable during working hours through the PFOA HQ, either by phone or email. Out of hours, there is a 24/7 phone support line where a message can also be left with the office.

What Support Is Available?

- Regular phone contact with the phone support team
- Financial assistance where appropriate
- In house "Top Cover" magazine
- Comprehensive website – www.pfoa.co.uk

Family Support

The PFOA is also available for the family members of eligible officers.

If an officer has suffered an injury, illness or been affected by an incident at work that has also impacted on their family, the PFOA can help.

Family members can access the 24/7

who are prepared to take on the huge responsibility of carrying a firearm or Taser, and those that make decisions within the command structure of firearms and Taser operations.

"Our members include firearms officers; strategic, tactical and operational firearms commanders; tactical advisors; post-incident managers; weapons issuing officers; Taser

The PFOA provides welfare support to its members and their families. This support includes:

- Counselling – all types
- Physiotherapy – six sessions
- 24/7 Support Line – counselling, GP Line, financial advice, and family law advice
- Respite breaks
- Neurolinguistic coaching (NLP – in house)

support line, as well as other services apart from physiotherapy.

How Do Officers Join?

Membership of the PFOA costs £5 per month and eligible officers can join online via www.pfoa.co.uk or by phone on 01354 697890. Help and support is available for members online or by phone.



Your Federation held a Market Place at the end of September at Surrey Police HQ Mount Browne.

The event gave our colleagues and new recruits a chance to catch up with some of our Member Services providers.

And one lucky attendee was Oscar Brammer Taylor, a new Surrey officer who only joined the force in June. Oscar won our raffle prize of a pair of magnum boots, a bag and a £20 voucher.

A big thank you to everyone who attended.

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