



Force Times

The newspaper of Nottinghamshire Police



Issue 18

November 2009

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'New technology will cut paperwork and put force in top spot'



NOTTINGHAMSHIRE will be the leading force in the country for mobile technology once a new crime recording facility is introduced.

That is the view of Martin Hansen, the force's director of information, who says it is one of several additions to BlackBerrys which will cut paperwork for frontline

officers. He said: "We are leading the region in terms of using mobile data and we are one of the four leading forces in the country."

"But if we get this crime recording functionality right then we are actually going to be leading the way."

Mr Hansen said new functions will be delivered at a measured pace.

"We will not go globally across the force from day one. We need to make sure any issues are identified and resolved before we roll it out."

The crime recording facility will be piloted in a neighbourhood policing area early next year.

"It will greatly reduce the amount of data officers need to collect when they go to a crime

because all the previously collected information in the Crime and Control system is actually available," said Mr Hansen.

"All they will need to do is fill in the missing information rather than a four-page form."

Other new applications in the pipeline are for tasking and worksheet submissions, direct access to Video Witness -

showing custody photographs and a DVLA Driver Validation system enabling officers to access the photographs of 27 million people.

Mr Hansen said research was also being done which would see BlackBerrys convert dictation into text.

● **Making the most of your BlackBerry - Page 10**

Embrace our vision for change

AMBITIOUS plans to cut crime, increase detections and improve public confidence by 20 per cent are at the centre of a new drive to change the way the force does business.

The Chief Officer Team wants clearer focus around performance and says that means changing our thinking around the way we deploy resources and set priorities.

Problems will now be dealt with on the basis of risky people, risky places, confidence and satisfaction.

They underpin this new element to *Policing for You with 20/20 Vision*, developed to improve the force's performance and in response to staff calls for greater clarity.

Chief Constable Julia Hodson, pictured, said: "We are going to change how we do

things and I'm challenging every single member of staff to embrace that change.

"I believe this approach will make us a more effective force and give people a much clearer focus about what we expect of them."



The Chief says the force has improved beyond recognition in recent years.

She said: "When measured against ourselves we are continuing to improve but we cannot ignore the fact that Nottinghamshire still has unfavourable comparisons next

to its most similar areas."

Senior officers signed up to *Policing for You with 20/20 Vision* at a meeting of the Force Executive Group and it also has Police Authority support.

Temporary Assistant Chief Constable Peter Moyes is leading on it.

He said: "There will be a new expectation - a dynamic, fast-paced response to dealing with issues. We have to be swift of foot and able to move our people and resources to where they are needed most.

"The challenge for us all is to look at everything we do and ask ourselves; will this tackle risky people, risky places and improve public confidence and satisfaction?"

"These are ambitious targets but this is how we are going to do business in the future."

More details about 20/20 Vision will emerge over the next few weeks.

● **Work streams focus - see P8**



Queen honours devoted PC

CITY beat manager Nigel Brown stands with Beefeater guards outside Buckingham Palace shortly after receiving his MBE from the Queen.

Nigel, who has devoted almost his entire 35-year career to policing Clifton, received the accolade watched by his wife Lesley, and children, Ross and Hannah.

The 55-year-old said he was 'extremely proud' of the award, which he says also represents the work carried out by those he has worked with over the years.

Nigel said: "It was a surreal experience. We had to take in the grandeur and splendour of Buckingham Palace.

"I met the Queen and saw others receiving their awards. I was nervous and unsure of what was happening - it was like going to court but without being asked any low-ball questions.

"The Queen asked me what I did and I told her I now had the pleasure of dealing with the grandchildren of some of those I had first dealt with in the job. She had a wry smile at that.

"Heading into the courtyard for photos, my son asked to see my MBE. I opened the box and it flipped out and fell on to the gravel. I had to pick it up hoping no one noticed.

"We were extremely well looked after, both by the Palace staff and Paul Godber, the Chief's driver, who drove us to London. It was great not having to worry about getting around, he was tremendous company and made it so easy for us.

"We had a great day out and it's hard to believe that the following day I was chasing youngsters round Clifton for throwing fireworks. That is the nature of the job."

Winning formula

FEMALE officers and staff have been forging closer links with women working at partner agencies across Notts.

Support group WIN - Women's Integrated Network - arranged for a number of women to meet up and share learning for their professional development.

The WINning Formula event saw officers and staff joined by delegates from the city and county councils and Crown Prosecution Service.

Fleur Winters, the force's business marketing manager and WIN committee member, said: "All the multi agencies were keen to support the day. It provided an excellent platform to facilitate positive learning for professional development."

Superintendent Jackie Alexander said: "One of the greatest benefits was being able to get to know women from partner agencies a little better without the usual pressures of rushing from one meeting to the next."

"Networking and increasing our understanding of each other will strengthen our partnership arrangements and ultimately benefit both our respective organisations and the communities we serve too."

Chief officer team changes

ACC PETER Davies is taking on the role of temporary Deputy Chief Constable in place of DCC Howard Roberts who is expected to be away from force for a number of weeks.

Temporary ACC Peter Moyes will step in to pick up Mr Davies' ACC Crime role. Ian Ackerley will remain in his current role as Assistant Chief Constable Territorial.

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Orange jackets signal justice

By PAUL FEARN

WOULDN'T it be great if beat teams could get convicted offenders to help them tackle the issues that matter most to the local community?

Now, thanks to the Probation Service's Community Payback project, they can.

Through the scheme, bids can be submitted to ask for assistance on any projects that benefit the community.

Atone for wrongdoing

And with the pool of workers having spare capacity at the moment the service would welcome applications from officers.

Inspector Simon Pealing, Safer Neighbourhoods project manager, said: "Offenders have an opportunity to atone for their wrongdoing in a way that benefits the community, as an alternative to custody or fines."

"Anyone who would like a project to be considered can apply - and that includes local beat teams who might find this a straightforward way of solving one of their local issues."

Offenders have to wear distinctive orange jackets making it clear that justice is being done in the community.



● A GROUP of offenders clearing rubbish at Broxtowe Country Park

Possible projects could be clearing fly-tipped materials or general rubbish from public spaces, renovating community centres or playgrounds or cleaning up graffiti, some of which are among the issues

flagged up for beat teams.

Current and completed projects include regular tidying and maintenance at Wollaton Park, creating a sensory garden at St Augustine's Catholic Primary in

Mapperley and clearing a notorious fly-tipping site alongside Mansfield's Oak Tree estate.

To nominate a project in your community, go to www.communitypayback.co.uk

Special people swell the ranks



TWENTY one new Specials took part in a passing out parade in front of their families, senior police officers and magistrates.

Each of the recruits also gave a short speech on what

joining the Specials means to them. Anyone interested in becoming a Special should contact Sue Eley on 0115 9672429 or email specials.recruitment@nottinghamshire.pnn.police.uk

The new recruits are seen pictured with Councillor Glyn Gilfoyle, seated left, from the Police Authority, Assistant Chief Constable Ian Ackerley, centre, and Specials' Chief Officer John Pritchard.

Check on overseas convictions

THE head of force intelligence is urging officers to make more use of a system that can check criminal convictions in foreign countries.

Checking procedures in other countries vary widely and simply providing a name and date of birth is not good enough to conduct a proper search. But there is a system in place within force to obtain criminal records from European Union states.

Detective Chief Superintendent Ian Waterfield said an EU agreement in 2006 allows requests for details of previous convictions to be obtained within ten working days.

The form is available on the LAN under Word, File, New, CID forms, G.961. This should be completed for all requests to any foreign country - including those outside the EU.

Det Ch Supt Waterfield said all requests must be made early through the Force International Liaison Officer in Force Intelligence.

"A number of applications are being received shortly before trial dates.

"These last minute requests invariably result in the necessary information not being available for the courts which can have an adverse affect on sentencing."

Kayleigh's on cloud nine

IN freefall ... this is the moment Kayleigh Kinney, a clerical assistant in Personnel (Staff Planning) at HQ, asked herself why she had agreed to do a 12,000 feet sky dive for charity.

Kayleigh said: "Freefalling attached to an instructor for about 40 seconds made me feel a bit sick, but the landing turned out to be quite easy.

"It was an unforgettable experience and I am glad that I did it."

Kayleigh was sponsored by her colleagues and other friends to do the dive and raised more than £300 for CORE, an organisation that carries out research into bowel disease.

An exhilarated Kayleigh, pictured below, celebrates with her instructor.

● Pictures by Gary Wainwright



Force comes to aid of D-Day veteran



CHIEF Constable Julia Hodson pictured opening a new crime scene centre at Nottingham Trent University.

It will be used by forensic science students and the force to create real-life crime scenes for training purposes.

The former student house is equipped with digital closed circuit television and audio systems which allow training sessions to be monitored and recorded. Each room has also been fitted with household props and furnishings, allowing for the recreation of realistic crime scenes, ranging from burglary to murder.

A SECOND World War veteran who had his medals stolen in a burglary 20 years ago has been presented with replacements thanks to officers and staff at Newark Police Station.

The 83-year-old, who served in the Navy and was at Normandy during the D-Day landings, wrote to the force in September requesting help in replacing his medals, stolen in 1988.

He had contacted the MoD asking for replacements but was told he needed a copy of the crime report or insurance claim - something neither him nor the force had after 20 years.

Newark Inspector Steve Cartwright, pictured, said: "Following his letter the story spread around the station and everyone decided they wanted to raise the money to buy replacement medals."

A raffle was held using gifts given to police officers and staff as prizes and the new medals presented to him at his home by Inspector Cartwright.

He added: "He is a very modest man who did not want any publicity but passed on his heartfelt thanks to our staff. He explained that he had wanted to return to Normandy with other veterans for Remembrance Sunday but felt unable to without his medals.



Divisional Commander Chief Superintendent Dave Wakelin said: "My officers and support staff want to help people and will often go above and beyond their call of duty to make a difference to people's lives. "Everyone who took part in the raffle made this possible and have made an elderly war veteran extremely happy."

Showcasing our success

POLICING for You is our new external newspaper.

It tells the public our latest news and what we are doing to make the county safer.

Residents can read about the force's success reducing burglary, how the aims of the national Policing Pledge are being delivered and tips for keeping themselves and their property safe this winter.

Policing for You has been delivered to homes in part of Ashfield and we will be asking residents what they think of it.

But it is also available to read on the force website and any member of the public who would like to receive a hard copy can ask to have one posted to their home, wherever they live in the county.

● Force Times has a new look from this month to coincide with the first issue of Policing for You.



Thousands more for Phil's fund

CANCER charities have been given more than £17,000 thanks to the fund raising efforts of staff this year. Several events have been held in aid of the Phil Whittaker Fund, named in memory of the Notts detective who died of a brain tumour eight years ago.

The charity has now raised more than £52,000 for Cancer Research UK and Macmillan Cancer Support since Phil's colleagues set it up in

2002. Events this year have included a sponsored walk completed by Rob Wells and Stuart Kinton, a fashion show organised by Elaine Hopkins and Ali Cartwright, a cycle ride done by Phil's widow Sue, a marathon run by his sisters Deb Whittaker and Sue Conkey, a football tournament organised by Tony Heydon, a spin class run by Tim Dunne and the annual golf day.

Stuart Kinton, seen left centre, presenting a cheque for £17,400 to Sir Edward Nall from Macmillan and Rebecca Elphick from Cancer Research, said: "A lot of special people have helped us raise a fantastic amount of money this year.

"It shows what can be achieved with a little thought and effort.

"I am happy to advise and support other colleagues in any future fund raising endeavours for 2010."

How to deal with debt

ADVICE on dealing with debt and getting back on track is available from the Professional Standards Directorate and other force departments.

John Hammond, head of vetting, said: "Most of us live quite happily with many forms of 'debt' – mortgages, bank loans, car financing, credit cards, overdrafts and so on. But debt can become a problem when unforeseen circumstances arise – such as job loss, divorce or illness – and you are not able to meet the payments."

Confidential help and advice with practical, emotional and welfare needs is on hand from the Police Federation, Unison, Occupational Health and the Professional Standards Directorate.

Reduced anxiety

The federation can provide advice and information to police officers who, if they have an unmanageable debt problem, might be particularly susceptible to problems arising out of any breach to police regulations and the standards of professional behaviour.

Occupational health can offer general advice on reducing anxiety or may refer to a health professional or counsellor.

Unison members can contact their local representative for advice and information.

PSD can work with any officer or member of staff who feels they are, or may become, vulnerable to corruption or unethical practices which could jeopardise their position with the force. Failure to report debt issues could affect their vetting status. Anyone wishing to discuss debt problems can contact John Hammond in confidence on 0115 9672561 or 800 2561.

External sources of advice, help and information include the Citizens' Advice Bureau, the National Debtline (0808 808 4000) and Consumer Credit Counselling.

Fall victim thanks life saving PCs

TWO officers have won praise for saving the life of a diabetic man who fell 25 feet down a ditch, writes Rebecca Tomlinson.

PC Tony McDonald and PC Steve Meredith patrolled two miles of the A638 from Bawtry to Retford, in north Notts, before finding the 38-year-old, who had been missing for around 14 hours.

Paul Walker fell while walking home after a night out with work colleagues in Bawtry. He suffered a fractured skull and lay hidden from view at the side of the road.

He said: "Thank you doesn't say enough. If they hadn't found me when they did, it is highly likely I wouldn't have survived, as I need my medication. I will be eternally grateful to them."

Mr Walker's mother alerted police after he failed to return home or turn up at work the next day.

Officers had driven the route and the helicopter had used heat-seeking equipment all to no avail.

PC McDonald said: "It had been a very cold night and there were real concerns for Mr Walker's safety, especially given his diabetes.

"Officers and the helicopter had been searching all night so we thought there was slim hope of finding him the following afternoon. But when we did it was amazing."

First class professionalism

When Mr Walker's mobile was called again the following afternoon, faint breathing could be heard and it was then Tony and Steve decided to walk along the A638 on either side of the road to look for him on foot.

Chief Inspector Glenn Harper said: "Quite simply the actions of these two officers saved a life.

"It gets no better than that. Both demonstrated first class professionalism, projecting a very positive image of Nottinghamshire Police.

"They may think 'we were only doing our job' but Mr Walker, his family and friends will never forget what they did."

● Photo courtesy of The Retford Times – www.thisisretford.co.uk



● Mr Walker, right, pictured with his rescuers, Tony McDonald, middle and Steve Meredith

Divisions bolstered by Territorial Support Group



● OFFICERS in the newly formed Territorial Support Group

THE force has divided its Armed Firearms Officers into two new teams – the Firearms and Territorial support groups.

Territorial is made up of 30 officers working in three teams while FSG is three times its size.

The TSG's role is a varied one. All constables are Police Search Trained and sergeants and inspectors are Police Search Advisors. They are available on call to provide specialist knowledge and guidance.

Alongside searching comes Method of Entry (MOE) training. TSG officers are all enforcer trained and have access to additional

specialist equipment in order to gain entry into premises. MOE is a skill which the team intends to develop further when the opportunity arises.

Officers from the unit also attend Operation DEMON BEACON an anti-terrorist based search exercise and have skills to conduct 'search and seal' operations.

Some officers are SARA (Search and Rope Access) trained so TSG can even gain access to those areas normally out of reach.

All TSG staff are PSU trained and provide assistance to all major events and demonstrations within the county.

Some also have Level II

surveillance training meaning they can help with covert observations.

The unit is responsible for policing football matches and incorporates the role of the football intelligence officer (FIO). Spotters attend home and away fixtures and the team has an in depth knowledge of football hooligans.

TSG will also provide additional Taser support when a new force policy around the use of Tasers is introduced.

Assisting with major crime enquiries is another role for the TSG, which is available via the 'tasking' system. Call them on ext 2260 or ext 2256.



‘Lest we forget’

Force remembers sacrifice of officers

By PAUL COFFEY

THEY were police officers protecting the people of Nottinghamshire who joined the army to fight for their country ... and they died on the blood soaked battlefields of the First World War.

Their names were engraved in stone to commemorate their sacrifice but for many years those tablets have been hidden away.

But now a new memorial at force headquarters has been built to honour police officers killed in action in both world

wars. On Wednesday 11 November, Remembrance Day, a service of dedication will take place next to the monument as two stone tablets showing the names of those killed are put on display for the first time in years.

Led by force chaplain, the Rev David Monkton, it will include standard bearers from various army regiments, including the Grenadier Guards.

The stones have been in storage since they were removed from Epperstone Manor four years ago.

They were originally on display at the former Shire Hall Police Station in Nottingham, now the Galleries of Justice.

It is now more than 90 years since the end of the First World War and, even though the last British veterans died earlier this year, the conflict and its grim death toll still resonates today.

Tim Hope, a detective working in PSD, has spent years researching the names of the officers whose names are inscribed on the memorial stones. Retired police officer Brian Marshall is another.

Between them the two men, working separately, have been able to uncover details of those who died, keeping their memory alive.

Tim said: "I began looking at this 15-20 years ago through the Western Front

Association. I have a keen interest in the First World War and because I'm a police officer, it was natural for me to research the names of police officers who died.

"I went down to the city archives and looked at early manuscripts showing recruitment of police officers. Unfortunately, most of these records were destroyed in the 1980s.

"Knowing the names is only a small part of the picture. You want to go wider to know who these men were, their families, where they were from."

Brian, who retired as a Notts officer in 1992, began researching the names two years ago.

Chose to fight

He said: "It is not a definitive list, I'm sure there are more names still to be discovered. It's like piecing together a jigsaw really."

Although police officers were a 'reserved occupation', many chose to fight or were recalled by regiments because they were enlisted before going into policing.

The Notts officers killed in action during the First World War died in some of its bloodiest battles – Mons, The Somme and Passchendaele.

Among them was private Charles Carter who served as a PC in Oxtun, Moorgreen and Carlton.

He was recalled to his regiment, the Grenadier Guards, at the outbreak of war in August 1914.

Two months later he fought at the Battle of Mons and suffered shrapnel wounds in his neck.

He returned to the front six weeks later but was shot dead by a sniper.

The memorial tablets have been refurbished by stonemason's Mansfield Memorials by Skanta.

Memorial stones depicting the names of city officers remain on display on the staircase of Central Police Station.



● Stone mason Chris Holmes puts the finishing touches to a tablet for our new war memorial



● British troops, pictured right, endure the muddy conditions of the Western Front during the First World War

Notts officers killed in the First World War:	
Company Sgt Major R Anstey Died age 28 on 2 June 1916	Private Vincent Wilkinson Died on 15 September 1916
Private Harold Bettison Died on 15 September 1916	Private William Willis Died age 24 on 26 September 1916
Private Claude Bilbie Died age 27 on 31 July 1917	William Lowe Died 23 June 1916
Private George Ernest Chapman Died on 29 October 1914	Richard Gosling Died 16 September 1916
Private John George Ballard Died age 21 on 7 November 1914	Police officers who died from injuries or illnesses from the war:
Private Charles Richard Carter Died on 25 November 1915	William Frederick Bruntnell-Lees
Corporal Charles Cursley Died age 26 on 3 September 1916	Frank Johnson
Gunner Albert Edward Garratt Died age 23 on 8 February 1917	Samuel Bailey
Lance Corporal Frederick Richard Hayes Died age 23 on 25 September 1916	City officers who died in the war:
Sgt Frederick James Hinchcliffe Died age 28 on 25 March 1917	Corporal John Clarke Died 12 September 1916
Lance Corporal Thomas Anthony Kerry Died age 30 on 1 Jun 1915	Sapper Frank Green Died 4 October 1916
Company Sgt Major Stephen Kettle Died age 28 on 4 October 1917	Sgt Major George Hanson Died 30 April 1915
Private Charles Mitchell Died age 28 on 25 September 1914	Private George Kerton Died 12 October 1917
Private Percy Oxley Died on 29 March 1915	Private Frederick Matthews Died 10 October 1917
Lance Corporal Walter Slater Died age 21 on 29 October 1914	Private David Sumner Died 24 October 1914
Sgt Arthur Spowage Died age 27 on 30 March 1918	John J Thompson Died 30 July 1916
Sgt James Tomlinson Died age 25 on 10 October 1916	Private George Warriner Died 26 September 1916
Lance Corporal Arthur Wall Died age 20 on 1 December 1917	Officers who died in the Second World War:
	Sidney G Armstrong
	George P Asher
	Eric C Day
	Jack A Eaton
	John N Green
	Kenneth J Sheriff
	Thanks to Brian Marshall from NARPO and Tim Hope for the above information

When climate change protesters massed at a Nottinghamshire power station attempting to get inside and stop production, the force responded with a major policing operation involving hundreds of officers. That operation was hailed a success. Here, Chief Constable Julia Hodson praises the efforts of those involved while MATTHEW THORPE speaks to three officers about their experiences of policing on the front line

Protecting our power supply

Successful police operation keeps protesters at bay



ONCE it emerged that the huge Ratcliffe on Soar power station was to be targeted by climate change protesters, force emergency planners began preparing to police the demonstration.

Weeks of careful planning went into Operation Median but that attention to detail paid off. Because, despite some violence with protesters attempting to breach the perimeter fence at the coal-powered station, the two day demonstration ended without any disruption to power supplies.

A total of 600 police officers from ten forces were given responsibility of protecting the site, close to the M1, initially used by protesters to talk to protesters and diffuse tensions.

But groups of demonstrators, some around 50-strong in places, tried to get inside and had to be dispersed.

A total of 37 men and 20 women, aged between 18-38, were arrested for a variety of offences including conspiracy to commit aggravated trespass, criminal damage, resisting arrest, public order offences and obstruction.

£500,000 operation

They came from across the country. A 20-year-old woman from Leeds was cautioned for police obstruction, while the remaining 56 were released on police bail pending further action. The force was not to approach any power station in the UK.

Each day officers worked in three shifts of 200 to police the protest. Officers from nine other forces supported the operation - Derbyshire, Lincolnshire, South Yorkshire, North Yorkshire, Lancashire, Merseyside, Merca, Northumbria, the Metropolitan Police and the Met.

Video footage is now being examined to identify any protesters who committed criminal offences. Those who have not yet been identified are being sought, with a view to making further arrests.

Assistant Chief Constable Ian Ackerley, senior commander for Operation Median, said the operation cost the force £500,000.

Chief Constable Julia Hodson said: "Many of our officers faced aggressive protesters and I was impressed with their professionalism in the face of extreme provocation.

"No policing operation on this scale would be possible without a great deal of forward planning and it was a tremendous effort by officers and staff from across the force. "The operation gave up their weekend. All have shown enormous resilience and loyalty to the force and have demonstrated, once again, what a fantastic team we have here at Nottinghamshire Police."

Horses help to defend fences

PC Amanda Edmondson and her horse were working with colleagues in the mounted section throughout the day.

She said: "On the Saturday morning, protesters were gathering in different areas so PC Pete Daynes and I were deployed to the field near Gate 3 to monitor them.

"Suddenly, a large group of about 200 protesters came off the field and headed back towards the woods, so we moved back towards them, but we were called back to because large numbers were attacking the fencing. When we arrived, they were being aggressive towards the horses and down large sections of fencing and were using them to try and get into



they tried to climb over.

"We stopped them getting in this way, but they then regrouped in an area where the horses couldn't get to them. The mounted section was used to defend the fences.

"On the Sunday we helped Sgt Lisa Weatherhall and PC Dave Allen disperse a group of 40-50 protesters who were attacking the fencing at the corner of the site between Gate 3 and A453, with the assistance of dog section.

"All the comments we've had from other officers have been really positive. They said that the mounted section was really effective during the operation."

Coping with the challenge posed by an aggressive crowd

CHIEF Inspector Wes McDonald was one of the Bronze Commanders working at the power station responsible for the deployment of outside resources.

Here he describes what happened at Gate 3, where a large number had no intention of doing this and were focused on breaking into the compound.

"They came across the fields and began to attack the perimeter fence. They were extremely aggressive in their efforts and it was a major challenge to keep them at bay.

"As well as causing significant damage, they were also breaking into the compound.



officers, a number of whom were injured. They were ignoring our instructions and there was a lot of damage caused by the protesters.

"We've also had some really positive comments about how we policed the situation from the villagers living around the power station, who were all really happy to see the police doing their job. We had to do."

PC saves life of protester

PC Sarah Stables works on the Street Team at the power station. She has been a trained PSU member for the last two years.

She was working with a PSU at when a protester collapsed.

"I was one of two PSU members working at Gate 3 when the protesters started attacking the fence. One of my colleagues saw a man collapse in a field on the hillside. I ran over to him, he was in his late 40s, and immediately gave him treatment and moved him away from the main area. I kept him comfortable and carried on treating him until the paramedics arrived.

"Unfortunately, this man had a heart problem because of the traffic problems caused by the protesters, but when they eventually got through they took over and transported him to hospital by ambulance.

"I later learned from the paramedics that he was suffering from hypoglycaemia and had suffered a heart attack.



The day that the media thanked us



CORPORATE Communications staff ran a highly successful media operation throughout the protest. They were supported by our website for the public to see what was going on. Journalists were able to use this footage in their bulletins, which helped them provide balanced accounts. Many organisations contacted us for a high level of service.

Colleagues from Corporate Development and other areas of the force also gave up their time over the weekend to help answer the media's questions and communicate with protesters and the public.

YouTube was used to publish film footage taken from the force's cameras. This was also used on our website for the public to see what was going on. Journalists were able to use this footage in their bulletins, which helped them provide balanced accounts. Many organisations contacted us for a high level of service.

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New work streams led by our chief officers are designed to help the force plan ahead for the next three years. Here, we ask Assistant Chief Constable Ian Ackerley, Temporary Assistant Chief Constable Peter Moyes, Chief Superintendent Nick Holmes and Detective Superintendent Ian Howick to explain more

Let's improve the service we deliver

FORCE Times asked Chief Supt Nick Holmes, head of Corporate Development, to answer questions about the work streams.

Q. Will they change the way we work? If so, how?

A. I am confident that we will all rise to the challenge as we always do. We may have to be more flexible in our working practices and be more critical of how we spend our time and what value we add. But doing that will make us more effective, both individually and collectively.

Q. How will these new areas of work help the force improve the way it polices the county?

A. By making clear to our people what is important and ensuring our leaders are well trained and have the knowledge and experience to lead us forward. Our people have done an excellent job in reducing crime and improving quality of service, but only by constantly challenging ourselves to improve will we become really efficient and effective. For example, we have a lot of work to do to ensure that people are kept informed about police action taken to resolve their problems.

Q. Isn't there a risk staff will be confused by the introduction of more changes to working practices?

A. We have to move with the times, reflect society around us and respond to challenges before they arrive to keep ahead of the game. We need to evaluate what we do, what value it adds and what we want to continue to do in the future. Our officers and staff will drive that change, focusing on better outcomes for the public.

Q. What can each member of staff do to contribute to each of the work streams?

A. The key to success is the willingness to change, learn new skills and support one another by working selflessly as a team. We will always achieve more together.

Q. What differences will we see as a result of this, and when?

A. The Chief Constable has made clear her approach to leadership, working to a clearly defined set of beliefs and values. We all need to consider these in our daily work. Lean-trained staff will work with colleagues to make their areas more efficient; longer-term work is about providing greater flexibility and career opportunity.

You're all leaders

Everyone to play a part in fit and lean drive



TEAM thinking, flexibility and leadership are at the centre of the force's new Policing for You work streams.

Led by chief officers, they focus on getting the organisation fit, lean and ready for a challenging 2011/12 budget.

This means ensuring the force makes the best possible use of funding to provide the service people want.

Temporary ACC Pete Moyes, seen above left, with Ch Supt Nick Holmes, said: "We are not immune to what's going on around the rest of the country, and it's been made clear to us that the future of public sector funds is under threat.

"It's essential that over the next two years we prepare ourselves as thoroughly as we can for funding shortfalls.

"The prudent thing is to try to find ways of making savings and ensure our systems are as lean as they can be. Where duplication exists we need to eradicate it to free up time and create extra capacity in our working day."

Reducing wasted time, effort and material resources is the focus of the **Lean Culture** work stream.

The hope is that everyone will be a team thinker in all areas of business, developing a workforce-led, problem solving approach to reducing waste.

A rollout programme of training begins this month.

The **Belief in Values** project is taking

account of feedback from staff and the community about what they think the force should regard as being really important.

Those values will, in turn, feed into the **Leadership** work stream.

HAVING beliefs in our values will be integral to the force's leadership style and work. Those we already hold are:

- We're open and honest, and work with flexibility and discretion.
- We listen to feedback to provide a service that reflects the diverse needs of our organisation and of our communities.
- We value and respect experience, encourage innovation, and appreciate commitment.
- We learn through working together, listening and supporting each other.
- We're fair, act with integrity and take pride in doing our best.
- We lead with courage and take responsibility for building trust and confidence.

Mr Moyes said: "We are trying to provide everybody within the organisation with training, guidance, support or mentoring on how to be effective leaders.

"Many employees take a leadership

role in the community on a day-to-day basis.

"Having effective leadership involves taking ownership, ensuring the lean systems work and doing everything as speedily as we can to get things right."

Work within the **Flexible Workforce** project includes looking at staff complaints about a lack of clear career structure.

Mr Moyes said: "This issue interlinks with putting our people where demand dictates. Being flexible about the way they work, the type of work they do and being prepared to offer flexible responses to peoples' needs, which fits with Policing for You."

The **Team Corporacy** work stream is taking a fresh look at decision making. "Many years ago every decision was taken centrally; every decision was someone else's decision to make," Mr Moyes said.

Since then, a wider approach to decisions has contributed to the force losing some of its corporate style.

"Do the people of Nottinghamshire actually get a consistent service in the whole of the county? When we are asked, for example, 'where do I find out where my neighbourhood policing team is having its next meeting?' the answer is different in every area." It should be exactly the same everywhere and it will be," he said.

How we can deliver more

DEVELOPING a leadership style is critical to delivering Policing for You. That is according to ACC Ian Ackerley.

He said: "It seeks to build upon our commitment to leadership and will be underpinned by the organisation's beliefs and values.

"That way, everyone who works for us and the people who receive our service are very clear about what we aspire to and what we can achieve."

Mr Ackerley, pictured, said public services were entering very challenging times and the force needed leaders at all levels with the right values and beliefs to continue delivering a high quality service, accelerate the reduction in crime and bring offenders to justice.



"We will be looking at the mix of our work force to deliver as much as we can with the resources we have. This includes looking at the flexibility that exists in police staff contracts to deliver the service people expect.

"What we want to look at is how we can balance the work force to make the most of our resources. The beliefs and values work is nearing its conclusion and our leadership strategy is close to being launched. We have to be explicit about what we stand for."

Reducing waste must be part of our culture



TRAINING will begin this month on a workforce-led, problem solving approach to reducing waste.

Detective Superintendent Ian Howick, who is involved in developing the Lean Culture work stream, said: "It is about improving efficiency and reducing wasted time and effort, all from a customer's perspective.

"It's about making sure we

only do things once and get them right the first time.

"Anything we have to repeat is wasted effort that we could be using to do something else."

Ian, pictured, said the project team would be taking the view that where the force is not performing well in a particular area; the fault is likely to be with the process, NOT with the staff.

"We know that we have good staff. Nobody comes to work

with the intention of doing a bad job," he said.

A centralised team will work with staff and subject experts from within the force to look at what improvements can be made to our systems or processes. Divisional and departmental champions will focus on their areas.

Ian said: "As people around the force come to understand the concept we will expect

everybody to be involved in the process.

"We want to make it part of our culture so that people are looking for better ways of doing things all of the time, and that changes get made. Then we will have 4,500 minds involved in getting things to work better."

An early focus for the team will be enabling more capacity for better quality investigations into serious crime, which falls

into the gap between volume and major crime and is currently a challenge on resources.

At the other end of the scale, the aim is to increase the number of 'quick wins' – problems that can be quickly resolved before moving on.

"Lots of small changes can add up to a big impact, and staff will be invited to offer their thoughts and ideas on making this happen.

Help residents switch on to prevent crime

POLICE Community Support Officers are delivering free home security packs to residents across Bassetlaw, Newark and Sherwood this winter to help them safeguard their properties from burglary.

Each pack contains a free timer switch, discount vouchers on home security products and crime prevention advice.

It is part of an initiative to reduce break ins during the months when there is traditionally a rise in reports of house burglaries.

PCSOs Stacy Deakin and Jamie Allison are pictured left handing a pack to a resident in Worksop.

Detective Chief Inspector Simon Firth has researched how people can reduce their chances of becoming victims.

He said: "Convicted burglars have told us that if there were two homes, one with a light on and one without, they would attempt to break into the one in darkness.

"We are asking people to make it look as if someone is at home while they are out by using a timer switch on one of their lights.

"By giving people these home security packs we are providing them with a really useful security product and helpful information as well as contact details for their Neighbourhood Policing team."



Public asked for their views

Share knowledge to make us stronger

COMMUNICATING good ideas, experiences and knowledge – whether on the beat or in the office – helps to benefit others in the force.

Which, you might say, is commonsense. But take it a step further by regularly sharing and recording valuable information, rather than keeping it in your own head, and it becomes 'organisational learning'.

Paul White, Corporate Development strategic support officer, is currently working on how the force can ensure our individual experience and knowledge becomes part of the Notts Police corporate memory.

"It's about appreciating the value of what you know, and how that knowledge can be useful to others," he said.

"It's no longer true that knowledge is power. In a learning organisation, knowledge-sharing is power.

"If you retire or leave, that knowledge goes with you.

"Organisational learning is about culture, attitude, and a way of working. It's about a commonsense approach to managing knowledge, not about fundamentally changing what people do."

Making organisational

learning work includes tapping into resources the force already has. Information can be shared in Force Times, on the intranet, department newsletters, notice boards, in emails or it might simply mean creating a clear, meaningful title for a document on a shared computer drive, or holding a team briefing.

Register of learning

To find out the best way of sharing knowledge within your team, department or across the whole organisation, you might need to speak to your line manager, or your local communications officer.

Paul added: "We also now have a formal process where every division and department keeps a register of organisational learning. Even if you're not sure what to do with what you've learned, you can pass it on to your senior management team and ultimately up to board level if it has implications force-wide.

Plans are also being made to introduce a new Force Suggestion Scheme.

Paul concluded: "It's all about making the best use of what we know."

EVERY year we work with the universities and partner organisations to help prevent new students arriving in Nottingham from becoming victims of crime.

Here PCSO Natasha Bowe is at the University of Nottingham's Jubilee Campus showing students the maps promoting www.easily-done.co.uk, the crime prevention website for students in Nottingham.

Hits on the website peaked after a successful marketing campaign was run over the two welcome weekends and students were prompted to log on to look at burglary and robbery prevention advice.



THOUSANDS of people across the county are receiving phone calls asking for their views on the force.

We are carrying out our first cold caller telephone survey seeking the opinions of 8,000 residents between now and February next year.

The aim is to find out what level of confidence people have in Notts Police.

People will be asked a number of questions such as do you know how to contact your local officers? And has anything happened to increase or decrease your confidence in the force?

A company called SMSR is carrying out the survey on our behalf and anyone registered on the electoral roll could be called on their landline or mobile.

It should take around eight minutes to answer questions and the force will publish the results at the end of February.

Dominique Black, public consultation and survey manager, said: "We need to understand what drives



public confidence and want to find out from people where they live and establish how effective we are at dealing with them.

"Surveys like this are a performance tool and can help us use our resources more effectively. We are also asking what people think of their local council's efforts in helping tackle antisocial behaviour."

Dominique said officers should be aware of the survey in case members of the public ask them about being contacted by a company claiming to be working on our behalf.

She said: "SMSR has done similar surveys for others forces. This is a great opportunity for us to gauge public opinion and understand what people are thinking."

Partners join ASB fight

COMMUNITY Protection Officers are now working with police in Ashfield to tackle crime and antisocial behaviour and make the area safer.

The 17-strong team, employed by Ashfield District Council, began work at the end of July.

They have the power to issue on-the-spot fines and respond to residents' concerns, including

vandalism, noise nuisance, litter dropping and dog fouling.

Ashfield District Council leader, Councillor John Knight, said: "This is a massive part of a new portfolio and up to ten per cent of our annual budget is going into the scheme.

"Our policy will be zero tolerance of antisocial behaviour and small-grade criminal activity."