



Sue Lampard is a serving Police Superintendent with Surrey Police in the UK. She has been involved with BAPCO (British Association for Public Safety Communications Officials) for a number of years. She currently holds the role of Vice President and is part of the team managing a fundamental change programme within the Association.

During her 29-year career she has served in several areas of policing but a large part of her career has been within Operational Communications at both operator and managerial level. Since April 2007, Sue has headed the Contact Management team, incorporating emergency and non-emergency call handling, counter services and crime management.

For four years Sue has led work with local government partners in Surrey which is aimed at achieving the 'one stop shop' concept for customer contact. As part Police commanders group within the South East Police, she was influential in driving the agreement to finally deliver the 101 number for police non-emergency calls.

Sue chairs the Surrey TSG (Telecommunications Sub-Group) which forms part of Civil Contingencies planning for the Local Resilience Forum. Work in preparing the county's communications telecoms plan has led her to become a visiting lecturer at the Cabinet Office National Emergency Planning College. Her aspiration is to join the two work streams together and 'normalise civil contingencies into day to day business.

As a qualified police trainer, Sue spent two years seconded to the Home Office South East Regional Police Training Centre during which she gained a Certificate in Education. Sue holds a BSc (Hons) and in 2001 was awarded an MSc in Service Management from Buckingham University.