

suzy lamplugh trust

a history

nineteen eighty six – two thousand and six

**LIVE
LIFE
SAFE**

**suzy lamplugh
trust**

a h i s t o r y

nineteen eighty six – two thousand and six

Foreword

I am delighted to introduce this history of The Suzy Lamplugh Trust. Two years ago I was privileged enough to be appointed as the organisation's first Chief Executive following the retirement of Paul and Diana Lamplugh. I hope that those who read this history will gain an insight into their drive and determination, qualities that ensured the charity is still thriving and highly respected twenty years on.

I offer my thanks and appreciation to Sarah Simpson for writing this history. Sarah was our Director of Training for nine years, from 1993 to 2002 and it was she who founded the Trust's Training Department which still flourishes today.

I hope you enjoy reading this book, which I feel is a fascinating account of how a charity has, with the hard work and dedication of countless staff members, evolved from a cottage industry to a highly respected national organisation. I believe that the Trust will continue to go from strength to strength in the coming years and I hope you will remain interested in our progress.

Julie Bentley
Chief Executive
March 2006

Something must have gone wrong July-August 1986

“On the last Monday of July 1986, in broad daylight and in the middle of a working day, the unthinkable happened. Suzy Lamplugh, a 25 year old, disappeared during the course of her work as an Estate Agent while showing a client round a house in Fulham”.

This stark paragraph in The Suzy Lamplugh Trust's first annual report details the event which was the catalyst for the foundation of the Trust. Diana Lamplugh vividly described how she heard the news in a phone call from Suzy's manager. *“Do you have any idea where your daughter might be Mrs Lamplugh? We wondered whether she could have called into home for lunch. I don't want to worry you, Mrs Lamplugh but Susannah left to show a house to a client just before lunch and she has not returned. We just wanted to check anywhere we could.’ It was so unlike Suzy, who usually stuck to the rules and regulations – something must have gone wrong.”*

At 12.40pm on 28th July, Suzy had left her office, Sturgis and Sons, 654 Fulham Road, taking her house and car keys and a purse with £15 and credit cards, but leaving her handbag behind. Ten minutes later she was seen waiting outside an empty property, 37 Shorrald's Road which had only been on the market for one week. At 1.00pm she was joined by a man (presumably the “Mr Kipper” she had written in her diary) who was dressed *“immaculately – as if he's used to it”* and minutes later they were seen walking away from the house. At 6.45pm her manager reported Suzy's disappearance to the police.

Diana's reaction was similar to many people facing a crisis. *“My initial reaction of frozen shock gave way to a flood of adrenalin which shot me into overdrive. We must find her; physically all that energy must be directed into action. My husband and I went down to the river where her car had been abandoned. We called, we shouted, we encouraged our dogs to search for her. We must have been disturbing the neighbourhood but, more than that, as the police who were there made clear, we were getting in the way”.*

SOMETHING MUST HAVE GONE WRONG

Suzy's office car was discovered by the police about a mile from her office in Stevenage Road, Fulham just after 10.00pm. There were no signs of a struggle – no fingerprints unaccounted for. The driver's door was unlocked, the handbrake off and her purse was in the glove compartment, but her keys were missing.

The following day, 29th July, there was an article in the London Evening Standard headed "*Kidnap fears for estate agent's girl*". Scotland Yard reported there was grave concern for her safety.

Wednesday, 30th July, was Diana's 50th birthday and the Lamplugh's home in South West London was besieged by journalists. Diana welcomed the media as a way of finding Suzy. She was helped by her experience as an exercise teacher and co-founder of the British Slimnastics Association. "*On the first day there was this man behaving appallingly, being very demanding. The only thing to do was to treat it just like a class and I could automatically do that. So I said: 'Right, you'll get your turn in two seconds, don't fuss, sit down over there'*".

On the Thursday Diana and her husband, Paul, appeared twice on television – on BBC's *Breakfast Time* and TV-am's *Good Morning Britain*. Diana articulated her fears: "*I feel she is shut up somewhere, that she is being held against her will. I feel that because she hasn't contacted us. She is a very strong very fit lady So she should be able to cope with most situations*".

As the media interest was building up, sacks of letters were being delivered to the Lamplugh home. Some were from friends who were praying for them. "*It seems so particularly unjust a thing to happen to a family which has always shown care and love for others, especially in their distress.*" Others were from strangers who had met Suzy. "*Suzy bought my green Renault off me and she struck my husband and I as a smashing girl.*" "*I met Susannah several times last year when I was looking for a home. She is a lovely girl. I was shocked to hear she was missing.*" Many were from people they didn't know. There was even a card from some prisoners: "*We feel for you at this time of hardship and may everything turn up rite (sic) for Suzy. God bless you all from the Boys in D Wing, Albany, Isle of Wight. We hate anything like this happening. Us lot may be rogues but we ain't perverts. I hope you won't be offended getting a card from us*".

A few days after Suzy went missing, Diana showed a journalist the piles of letters. *"I think we've heard from the entire Townswomen's Guild It's something everyone can relate to, and a lot of them said they felt almost as if it had happened to them."*

On 4th August, a week after Suzy disappeared, Diana confided on BBC TV's *London Plus* that she was beginning to realise that her daughter might be dead. *"I can face up to the fact that she has died. But I cannot face up to what has happened between. That's too much"*. Paul has explained since that Suzy suffered from fear of being in a closed space – she had once panicked in a cable car – and they knew she would have been terrified to be shut in somewhere. They found it easier to believe she was dead than that she was still suffering.

Despite a police reconstruction and extensive media coverage during the press's "silly season" no information was forthcoming on Suzy's fate. As Diana wrote five years later, *"there has not been a single trace of her. Nothing. Just as though she has been erased by a rubber"*.

The End is where we start from August-December 1986

Within a week of Suzy's disappearance, Diana Lamplugh was thinking about the future. *"One of the things I feel deeply is that if Suzy has died, or whatever terrible thing has happened, I don't want everything to be totally negative On that last Sunday she was really happy. She'd had a lovely day windsurfing, she'd just got a new sail and she'd given us a marvellous present for my 50th birthday. She was excited and gay and she looked wonderful. I don't think she had many regrets in her life. I don't know if she's – I can't think of it. I can only hope. All I know is I feel any experience like this must have some kind of positive outcome. Or we won't survive it."*

By 14 August, Diana had offered her help to another mother who was campaigning because of the death of her daughter. While at the TV AM studios, Diana had met Mrs Queenie Fletcher, mother of WPC Yvonne Fletcher who had been killed by shots fired from the Libyan Embassy. Diana gave her support to a nationwide petition to change diplomatic immunity laws. She was photographed with Mrs Fletcher under the headline *"Tragic mothers join fight to change rules"*. In the years ahead both Paul and Diana were on many occasions able to offer help and support to families who had lost children. (The last of these being the parents of Milly Dowler, the teenager who went missing on her way home from school in the middle of an afternoon.)

The Lamplughs' house was buzzing during August. Friends and neighbours turned up with ready prepared meals and cut out articles from the newspapers. The very day Suzy had disappeared, builders had moved in to undertake major refurbishment. Diana later wrote *"the building work continued; the air was always full of falling plaster dust, the furniture upside down, the carpets rolled up, wires hung from the ceiling, new central heating pipes leaked I was not alone; apart from the builders and marvellous friends and neighbours, the house was filled with journalists. It did not take me long to learn that the media under certain circumstances make very good pupils! Together with the police, we sought ways that might 'flush out the hare'. Sadly it did not work, our combined talents never bore fruit – but they did highlight*

many gaps and grey areas and these led to the foundation of the Trust which we set up in our daughter's name".

Two of the Lamplugh's friends and neighbours were to make important contributions to the establishment of The Suzy Lamplugh Trust. Mary Asprey's son had attended nursery school with Suzy and she was anxious to help a friend whose daughter had gone missing. Mary was to play a key part in fundraising for the Trust in the early years and also, with her sister, Janet Newman, established the Trust's initial work on missing people. (Mary and Janet subsequently went on to found the National Missing Person's Helpline).

Tim Battle, godfather to the Lamplugh's youngest daughter, Lizzie, was shocked when he read about Suzy when on holiday in Brittany. On his return he recognised that there was an enormous amount of energy which needed to be concentrated into something positive and suggested setting up a charitable trust to prevent something similar happening again.

The journalist and broadcaster, Libby Purves, had, unwittingly, helped to define the focus of the Trust. In a Times article four weeks after Suzy's disappearance, entitled, *"So what makes Suzy special"*, she tried to analyse why Suzy's case had received so much publicity when there were at that time 492 other missing females. She decided there were three reasons: *"1) she was pretty, 2) there was a mystery man in the equation with an absurd name: 'Mr Kipper' (the name that Suzy had unaccountably written in her desk diary, and, 3) above all, she was a career girl."* Libby Purves considered that this third reason accounted for the *"tone of much of the reporting and casual talk on commuter trains; not far beneath the surface of concern lies a sort of concealed gloating. There is a dark, envious, sexist strand of thought which is rather pleased that all these smart girls have been put back in their place as objects of sexual vulnerability.... We do not want pity or protection, beyond what a routinely decent society should give all citizens.... Whatever has happened to Susannah Lamplugh, it would be a poor tribute to her if we behaved otherwise."*

At the first meeting on 4 September 1986, less than six weeks after Suzy disappeared, Tim Battle as Chairman sat down with Paul and Diana Lamplugh and another friend, Alison Bennett-Coles, who acted as secretary, to set out the objectives of a proposed Suzy Lamplugh Trust. Initially there were to be two main themes:

- (a) Bandage Aid, ie practical help to people suffering victim trauma;
- (b) Research to help the young independent woman run her life happily and safely. This should result in a code of awareness and training programmes for individuals, firms and teenagers.

The following day they approached a solicitor, Jeni Harkness, to form the Trust. She later described what happened in the Trust's first magazine. *"I had followed in the media those terrible events in July 1986 when she disappeared, but I had then no idea how much public consciousness had been raised by those events I arranged to meet Diana and those working with her to ascertain the work this charity was to do. My overriding memory of that meeting is of the extraordinary energy and strength of purpose of Diana and her colleagues. I left that meeting with two words firmly planted in my mind "safety" and "awareness".*

By 23 September there was a recognition that the Trust should be planned on a long-term basis, with an attempt to plan ahead for the next three years. Elle Magazine had already agreed to publish a questionnaire with their January edition on the personal safety risks faced by women in the workplace. During these weeks donations were being received from many sources, from friends to local businesses, so administrative help had to be organised.

Dr Mike Smith and Harvey Rose, an accountant, agreed to be trustees together with Diana, and Tim Battle agreed to take the chair. There was already, only eight weeks after Suzy's disappearance, discussion about a book which should be a practical handbook. By 4 November they were working with Reebok on a leaflet "Guide to Safer Running". A logo had been chosen based on the Greek symbols for the start and the end of the alphabet: Alpha and Omega. Diana and Paul had been inspired to use these when attending a church service during a Law Society conference in Torquay in October and seeing the alpha and omega on the priest's vestments. The slogan "From the end is the beginning" was suggested by T S Eliot's poem *Little Giddings*:

*"What we call the beginning is often the end.
And to make an end is to make a beginning
The end is where we start from".*

Accordingly, for the Trust, this Christian logo was reversed, with the alpha coming from the omega.

On 12 November 1986 The Suzy Lamplugh Trust became a registered charity and in the same week a seminar was held at the Royal Society of Medicine with Libby Purves in the chair. Diana Lamplugh's aim was to find out, more precisely, what were the issues that needed to be tackled.

"This was a unique seminar set up by Mrs Lamplugh as a sounding-board before the official launch, next month, of The Suzy Lamplugh Trust. She has conceived the Trust as an educational service, which would research the best ways of protecting women in the workplace without encroaching on their liberty and equality She also has a fighting light in her eye when she tells of employers who use attractive young women in selling roles yet 'have a vested interest in keeping their employees unaware of the risk'."

The seminar was run with colleagues who had worked with Diana in her own career as a teacher and writer on exercise and relaxation. There were over a hundred delegates representing professions such as surveying, law and medicine, as well as the police and personnel officers. Speakers included Inspector Sue Best from the Metropolitan Police, Tony Black, a clinical psychologist recently retired from Broadmoor, Charles Longdon-Hughes, a former world karate champion who attacked the idea of self-defence classes as *"being too little and too lightly taken"*. *"Run away"* was his message..... *"Someone jumps into my car at the lights. I jump out of the other door. I can always get another car"*. In due course 'get away' became one of the Trust's basic principles of personal safety.

Professor Brian Groombridge, London University, proposed broad social changes, including improving street lighting and the environment and anti-sexist education.

Libby Purves reported that Diana Lamplugh was happy with the meeting. *"I suppose it began as something just for myself,"* said Diana, *"to pull something worthwhile out of the most horrendous experience. But now I've talked to so many people, I can see that even if Suzy walked back through the door tomorrow, the Trust would have to go on"*.

THE END IS WHERE WE START FROM

On 4th December The Suzy Lamplugh Trust was officially launched at The Law Society, which was where Paul Lamplugh worked as Secretary on the newly formed Ethics and Guidance Department, which he had set up to help solicitors with their disciplinary problems. Paul had worked for The Law Society for 18 years and had been appointed to run this Department in August, ten days after Suzy had gone missing. One of the last things Suzy had done was to wish him well at his interview.

From little acorns mighty oaks do grow 1987-8

The first two years of the Trust were a time of intense activity. However, Suzy, herself, was not forgotten. On March 1st a service was held at All Saints Church, East Sheen, where she used to sing in the choir. The event celebrated Suzy's life and dedicated the Trust. *"We must get on with living and we must live positively – that is the message"* said her father, Paul. There were no tears, no dark mourning clothes, no whispered condolences. Instead the brightly clad congregation sang and looked forward to the future. Diana commented *"It was a service that brought out everyone's happy memories of Suzy. It marked the end of one phase and the beginning of another"*.

Rev. Dr. Colin Morris, formerly head of the BBC's Religious Education Department and a Patron of the Trust, addressed the three hundred people in the congregation. It was Dr. Morris who had encouraged Diana and Paul to use the publicity that Suzy's disappearance had engendered to use their talents (*"that God has given you"*) to press forward the formation of the Trust and help other people with it.

In his moving address, Dr. Morris said, *"How many lives can you touch when you are 25, a happy South London girl? Suzy touched and has touched the lives of a growing number of people.....And it's amazing the extraordinary range of people whose lives have been touched by her. Parsons and policemen, politicians and TV personalities, Peers of the Realm, World Champion Karate experts and many, many more."* A reception was held afterwards at White Lodge, Richmond Park, the home of the Royal Ballet School.

A stained glass window, specially designed by a young man who had been at school with Suzy, was installed in the Lamplugh's' hall in memory of Suzy and their home was alive with projects associated with the Trust. A Suzy Lamplugh Trust Trainer, Pat Neale, was later to say that the house was like the Tardis machine (from 'Dr. Who'). It was difficult to believe that so much was taking place when one saw the calm exterior of the family home in a leafy suburb.

The initial emphasis was on the dangers facing working women. Elle magazine's questionnaire was the first attempt to research the issue. *"Suddenly, because of one well-publicised incident the spotlight has been thrown on the safety of women at work. To general amazement, a mass of shadowy threats and a staggering level of fear among outwardly confident and seemingly fearless young women has been lit up."*

The first edition of the Acorn, the Trust's magazine, continued this theme with articles from some of the speakers at the November springboard conference who had become consultants to the Trust. These included "The mind of the molester", "Vulnerability at Work – a nurse's viewpoint" and "A Trust for all Women". Diana was being approached by organisations such as the Putney Society and Townswomen's Guild to talk about "Awareness at Work". Her impact on the Kensington & Chelsea Chamber of Commerce was graphically described in the City Post:

"This is no shrinking violet, nor a woman dressed in black with red-rimmed eyes. She is sharp, forthright, confident – a woman who knows what she wants and how to get it....." "I am not what most people expect me to be. It's mainly the Press who expect me to be something I am not. Let me tell you what I am. I am Suzy's mother, she has disappeared; we don't know what has happened to her and we have just been through the worst 11 months there has ever been...." "Mrs. Lamplugh carefully set out what she is trying to do and easily mixes anecdote and fact to keep her audience's attention."

Diana's ability to engage an audience by using humour and common sense was to be an essential component in spreading the Trust's message nationwide. Donations from these talks were a vital contribution to the ongoing financial support of the Trust for many years. At the beginning there were plenty of other ideas for fundraising, as Mary Asprey, Fundraising Co-ordinator, wrote in the second edition of The Acorn. *"We endeavour to ensure that all the events which we run in aid of funds for the Trust are not just for the benefit of the Trust but also for the participants as well. Suzy enjoyed life to the full and we are pleased to say that long faces are not the order of the day at our events"*. The varied list of events in 1987 included a meal at the Mamma Mia restaurant in Sheen; a sponsored aerobic stint; a Bring and Buy sale; a backgammon competition; an Easter egg hunt in Berkeley Square and an evening at Phillips Fine Art Auctioneers in Bath.

Suzy's friend, Pam Seagar, arranged a sponsored swim at the Seymour Baths, London, with LBC running a disco and commentary. Richard Tracey MP, Minister for Sport visited that event. At each of these occasions one of the Trust Patrons such as Barbara Murray, Amanda Donohoe and Major General Sir Jeremy Moore, (the Falklands War Veteran), were asked to draw the raffle. The pupils of Unicorn School, Kew, which Suzy had attended, raised £3,652.54 from a sponsored swim. The community near to the Lamplugh's holiday home in Newport in Pembrokeshire was also involved. A Rana fishing boat, rebuilt by a local friend Trust and Suzy's windsurfing board were raffled during the August Regatta Week to raise money for Trust. In October, Adam Leegood, chairman of the Trust's fundraising Committee undertook a gruelling challenge. Adam had been Suzy's boyfriend when she disappeared and decided to raise £3,500 by windsurfing across the Channel.

Parachute jumps for the Trust also went ahead and for the less adventurous there was the Alpha Ball (named after the Trust's logo) which many of Suzy's friends attended. By the end of the Trust's first financial year on 30th November, 1987 these Events had raised the impressive sum of £48,384. Donations from companies were also sought to further the Trust's work. An early supporter was Delta Air & Road Transport Ltd. who funded the first edition of The Acorn by making a 50p donation for the Trust for every unaccompanied female cash passenger after 6pm between 8th December 1986 and 31st March 1987. Delta issued a four point plan to promote safe mini-cabs on the streets of London. The licensing of mini-cabs was to become the Trust's longest running campaign.

By the end of the first year many lessons had been learnt about aggression in the workplace. An article in the Acorn explained:

"We have learned that aggression in the workplace can take many forms from verbal abuse to physical violence, sexual harassment to rape, innuendos to assault, misunderstanding to racial prejudice.

We have learned that this problem is not confined to the females – in fact 7 out of 10 people threatened are men.....We have learned that although many organisations are beginning to take greater interest in the problems of aggression, ACTION is often lacking. Employers have a statutory responsibility

for the safety of their staff and the Trust needs to get across the message of what safety really means and how employees can be helped to help themselves.”

The Trust enlisted a number of organisations in achieving this aim. The Royal Institute of Chartered Surveyors provided the venue for the launch of the Trust's first video **Avoiding Danger** which raised awareness in the workplace and gave practical answers. The video was narrated by Libby Purves and sponsored by RICS, Kelly Temporary Services Ltd. and the Trust. It was marketed by NACAB Vision and available from all Citizens Advice Bureaux, with royalties going to Suzy Lamplugh Ventures, the trading arm of the Trust.

Diana had already written several books in her role as co-founder of the British Slimnastics Association and was well able to turn her hand to writing. **Beating Aggression – a practical guide for working women**, also involved people who had been identified as consultants to the Trust including Ray Wyre, Dr. Helen Zarod, Mary-Helen Dewer and Inspector Sue Best. The approach adopted in the book was a breakthrough as it acknowledged the importance of stress and tension control in preventing communication leading to confrontation.

In April 1988 the Trust ran a conference at the Senate House of London University on 'Aggression and Vulnerability at Work', aimed at producing an Agenda for future action. Professor Brian Groombridge, Head of Extra-mural studies at London University, opened the conference by explaining his involvement with the Trust, which sprang from knowing Diana's work with Slimnastics. *“It seems to me that the French have a word for people like Diana – she is an “animateuse – a stirrer up of things”*

The keynote speaker at this Conference was John Patten, Conservative Minister of State at the Home Office with special responsibility for Crime Prevention. Professor Groombridge introduced him by saying, *“I believe you have said recently that this business of crime prevention is now a non-political matter. On the very day that Diana Lamplugh received a letter from the Prime Minister endorsing the importance of the work that the Trust was doing, the TUC Women's Conference passed a resolution saying how helpful the work of the Trust was especially in enabling people to talk about difficult matters”.*

Diana's opening remarks had been: "*Who should accept responsibility for aggression and violence in the workplace?*" Everyone agreed the issue needed to be addressed, but nobody saw it as their responsibility.

Shortly after the conference the Trust aimed to help employers by publishing a short booklet for employees, '**Reducing the Risks – Action against aggression at Work**', which was funded by the BT Community Programme. This covered topics such as Finding a Job, At Work, Dealing with Aggression and Physical Attack.

The Suzy Lamplugh Trust Alarm was produced and recommended if someone found themselves in real danger that it would be impossible to walk away from. This had to be placed as close as possible to the attacker's ear to allow time to escape. Provident Life decided to provide Trust alarms for all female negotiators working in the 400 Estate Agencies tied to the Company. The sale of alarms was to become an important source of revenue for the Trust.

Another source of revenue were royalties from the Gower Training Pack '**I Can Cope – how to deal with aggression, verbal abuse and offensive behaviour at work**'. This was launched at the Institute of Personnel Management Conference in Harrogate on 28th October 1988. A video, trainer manual and handbook dealt with Appearance, Approach, Assertiveness, Anxiety and Aggression. Three days after the launch, Diana reported to the Trust Management Committee that she had been asked to join the Health and Safety Executive's Interdepartmental Committee on Violence to Staff.

No wonder that the 3rd issue of The Acorn Magazine in December 1988 started with the heading "An Impressive Two Years."

The Trust as a Catalyst 1989-1992

In 1989 The Suzy Lamplugh Trust underwent a period of reconstruction. The Trust as a company limited by guarantee was incorporated on 29th August. Lord Thomson of Monifieth became Trust Chairman and trustees included Michael Hastings, Emma Nicholson MP, Claire Rayner and Barbara Pagan as well as Professor Brian Groombridge and Sir Jeremy Moore.

That year Paul Lamplugh was made redundant from the Law Society by a recently appointed Secretary General. He was then able to take a more active role by becoming the Trust's Executive Secretary. He had not originally planned such involvement, *"The more I got involved in the Trust the more exciting it seemed. It's something that was so obviously needed and it has no limits. Personal Safety is an enormous subject which relates to every aspect of everybody's lives.....If this awful thing had to happen, then this is the best that could come out of it. I've always wanted to do my bit to change the world"*.

Workplace issues continued to drive the Trust's work. In March 1989 the London School of Economics' Research Report on **'The Risks in Going to Work'** (commissioned by the Trust) was finally published. The original idea for this research had been suggested from the results of the Elle questionnaire. It seemed that fear of attack was a powerful factor in the lives of many women at work. *"An important next step was to establish a clearer picture of the nature of different types of work and their associated risk, and to assess the nature and incidence of sexual harassment, physical attack and other forms of threatening behaviour"*. The joint first authors of the report were Dr. Celia Phillips and Dr. Jan Stockdale, who were both listed as Trust consultants.

The common reactions to all of the incidents reported were anger, depression and loss of efficiency at work. One of the most concerning findings was that the research *"showed that those with the highest level of worry about potential attack were least likely to take obvious precautions"*. By writing articles for journals such as 'Women in Management Review' and in house magazines such as 'Network' for the Inland Revenue, Diana encouraged both employers and employees to take aggression at work seriously.

In order to help protect employees from physical attack, the Trust, with the help of Sir Jeremy Moore, explored the idea of setting up a register of self protection instructors. A Steering Group was set up to develop an approved course but it was acknowledged that Martial Arts was a sport *“which practised assiduously by a very fit, agile person might help with self defence..... If badly taught to a timid, unfit, poorly co-ordinated person this form of training can result in false confidence or lead to further problems.”* The proposed action sections of this course were criticised by the Home Office Crime Prevention Centre at Stafford and the Centre for Criminological and Social-Legal studies at Sheffield, and the project was abandoned.

However, The Trust did continue to develop training courses based on the early ideas of stress management, assertiveness, and good communication skills alongside the legal responsibilities of both employer and employee.

At the HSE’s conference on ‘Violence in the Workplace’ in February 1989 delegates were warned that if the recommendations in their new ‘Guidelines for Employers’ were not implemented, the Government would not hesitate to enforce the measures by law. The Trust emphasis was changing from women to everyone and Diana saw the need to address this with a new book **“Without Fear”** which was published in 1991. This was written during a period of inactivity as she explains in her dedication *“It cannot be often that a dedication is made to a horse. However, without her three bounding leaps after emerging from the high bracken into the gorse on a wild Welsh mountain, I would not have injured my back so badly that the resulting enforced rest would enable this book to be written. Of course I would rather have done without the pain, but the time was invaluable”*.

In writing this book, Diana benefited from her experience of talking to, and with, many different groups across the country. *“Parents, girlfriends, wives all told me how their men had been mugged ‘6ft, strong and not a fear in the world and yet he was done over’ was a confession I heard often”*.

Donations from Diana’s talks continued to help support the Trust. Many remarkable letters of thanks were received. This one from a secretary at the solicitors, Simmons & Simmons was typical. *“You managed to convey a very serious message in a manner which was fun but nevertheless will leave a lasting message to us all – a feat in itself”*.

As a result of the LSE research highlighting dangers while travelling, strategies while on public transport became important and the Trust produced a booklet, **"Travel Safely on Public Transport"** in association with the Department of Transport in 1990.

A new magazine, 'Fascination', ran a campaign article featuring Diana's work, with statistics showing fifteen rapes on British Rail and two on the London Underground in 1990 with 193 indecent assaults on BR and 267 on the Tube.

"British Rail say they aim to provide a light and airy environment so that the public feel safer travelling, especially late at night. They also want to improve lighting on stations and install closed circuit TV systems. This is their stated aim – if you don't think they are fulfilling it then let them know".

Safety while driving was also emphasised, with a booklet **'Travel Safely on your own'** produced with help from the Automobile Association and Business Women's Travel Club. At the same time the Trust was continuing to lobby for the licensing of minicabs (private hire vehicles) in London. London Weekend Television featured the campaign on the first programme of their Action Series and the Trust's leaflet **'Rules for Safer Mini-cabbing'**, sponsored by the Woolwich Building Society was sent out to viewers in the thousands. Jeremy Hanley, MP for Richmond, included licensing in a London Local Authorities Bill, but it was withdrawn during the debate to enable other parts to go forward.

In January 1990, Michael Portillo, the Minister of State for Transport, announced a grant to the Trust of £20,000 for research into the risks of travelling in minicabs. This amount was matched by the Woolwich and the research undertaken by Dr. John Groeger of the Medical Research Unit, Cambridge and was published in July 1991. Residents in London and Manchester were interviewed about their knowledge of taxi and minicab services. The youngest sample of respondents (17-20yrs) and the oldest group (65+) knew little about the differences between the services. They were not aware that someone with a criminal conviction could be employed as a minicab driver. *"In London over four times more reports of actual and threatened physical assaults involve minicab drivers than involve taxi drivers. The disparity is still greater in the case of sex related incidents. Minicab drivers*

were ten times more likely to be reported as responsible for sex attacks and six times more likely to threaten a passenger sexually, than taxi drivers."

The threat that sex offenders posed to society was another topic that the Trust addressed at this time. As Diana Lamplugh explained *"Since the formation of The Suzy Lamplugh Trust in 1986, there have been notable cases where murderers or attackers have had a history of sexual offence. In its work for personal safety and missing people, the Trust has identified the lack of treatment of sex offenders both in prison and outside as an issue which profoundly affects the safety of the public."*

The Central Council for Education and Training in Social Work funded a conference convened by the Trust in March 1990 at Regent's College. Experts were invited from different fields; judiciary/magistrates, prison governors, probation officers, police, social workers, experts on sex offenders, *"to discuss the whole problem in the hope of setting in motion more effective action to deal with sex offenders"*.

The conference was jointly chaired by the Trust's Chairman, Lord Thomson and Baroness Blackstone, Master of Birkbeck College. Speakers included Lord Ferrers, Minister with special responsibility for the Police and Virginia Bottomley, Minister of State, Department of Health. Pressure was put on the Government as a result of this conference and a second event was held at Cumberland Lodge in conjunction with the Criminal Bar Association in June 1991. Kenneth Baker, the Home Secretary, gave the opening address and welcomed the opportunity provided. *"The more we can share our knowledge about the nature of sexual crimes and those who commit them, our experience of dealing with these offenders, in custody and the community, our successes and our failures – because there will be some failures – the more we are likely to move towards our ultimate aim, which must be to protect the public from harm and to reduce the number of sexual crimes, which cause such immense human suffering"*.

One of the objectives from the early days of the Trust had been the need to help families of missing people. When Superintendent Nick Carter, who had been closely involved in the hunt for Suzy while in the Metropolitan Police, retired to Bristol, he ran a pilot help line from January-September 1989.

Having established the need, a help line was set up in East Sheen with limited funds. The phone was manned by Janet Newman, Mary Asprey's sister and Mary became Director of the Trust's Missing Persons Unit. *"People do seem to open up because they're talking to a stranger"* said Janet *"They feel they can tell me anything. Talking over a period of time can be a voyage of self discovery. People sometimes begin to see that there were problems or stresses they hadn't recognised before"*.

The first 'National Forum on Missing Persons' was arranged by the Trust at St. James Church Piccadilly in January 1990 with representatives from 26 organisations concerned with the issue. The Trust was then asked to be the co-ordinating body to raise the political and media profile of missing persons and to work towards the establishment of a National Missing Person's Register. This event was followed by The Trust's Interdisciplinary Conference at Manchester Polytechnic in Spring 1992, 'Missing Persons: Whose Responsibility?'

Speakers included Lord Ferrers from the Home Office and Ernest E Allen President, National Center for Missing and Exploited Children, USA, who ended his submission *"Now is the time for people around the world to work together to find the missing and protect the innocent."*

It was soon after this conference that Mary Asprey and Janet Newman co-founded the National Missing Person's Helpline as a separate organisation. The Trust's Board commented at the time *"The Board perceived the role of the Trust as a catalyst, rather than engaging in an operations role: the Trust's aims were more effectively met through its educational role and through working with other agencies to increase public safety"*.

Education, specifically the personal safety education of young people aged 14-16 years was the other major achievement during this period. Emma Nicholson MP had chaired the Trust's Education Committee which identified this age group as being a vital one to address through schools and youth groups. **'Well Safe'** – a Life Skills Teaching Resource Pack was *"designed to help teenagers as they prepare for the outside world of work and go out on their work experience fortnights in National Curriculum Years 10 & 11. Lessons and projects will alert pupils to difficult or aggressive situations and explore ways to deal with them."*

Barbara Pagan, a trustee and ex-headmistress, who for many years worked closely with the Trust, was responsible for the development of this pack. It included a video, which was sponsored by British Telecom and a teachers' manual. The pack was trialled in 50 schools in 1991 and then available for purchase by all secondary schools, nearly a third of which took up this offer. Support for this initiative was received from the Prime Minister and various Government Departments as well as the TUC and CBI. In Acorn no. 4, the Trust Chairman, Lord Thomson had stated that he wanted the Trust to make "*a constructive contribution to a safer and more civilised society*". By 1992 there was no doubt that this had been achieved through the Trust's conferences, research, literature and teaching packs.

In recognition of all she had done, in the Queen's Birthday Honours 1992, Diana Lamplugh was awarded an OBE.

A Trust to be trusted

1993-1997

The years from 1993, when the Court formally declared Suzy Lamplugh to have died, to 1997, when the Trust celebrated its tenth anniversary, were a time of great expansion. Diana explained the reason for this momentum in an internal Trust report. *“Although she had already been presumed murdered, Suzy could not be declared dead until seven years had passed. Surprisingly this bleak though necessary acknowledgement appears to have become a watershed. As a family we now feel freer to remember our daughter with joy, although tinged (no longer drowned) by distress. As a Trust we are freer to progress, and to others we now seem to be a Trust to be trusted”.*

Although some training had already been offered in the Trust's name by other organisations, Diana Lamplugh was still called upon to deliver talks to a vast number of different groups around the United Kingdom. To free up some of her time to continue her campaigning work, it was necessary to establish a national network of Trust accredited personal safety tutors.

The Trust's **“Personal Safety First”** Course Tutor programme was developed in conjunction with London Central YMCA Training and Development who had recently received a National Training Award. Diana had had links with LCYMCA in her time with Slimnastics and recognised their expertise in training and assessing tutors in different forms of exercise. The PSF programme was to provide the “missing link” in self protection. *“This ‘first aid’ in personal safety provides everyone with the strategies, skills and positive action to reduce fear, build confidence and enable everyone, men as well as women, to lead safer lives”.* The course manual gathered together material from the Metropolitan Police and other police forces and experts in psychology, criminology and sociology. The initiative was launched by Baroness Gardner of Parkes, the Trust's new Chairman, in May 1993 at a House of Lords annexe, with extensive media coverage.

It could have been predicted that retired police officers and self-defence instructors would be interested, but the participants on the first two courses

in the autumn of 1993 in London also included a former primary school teacher, an Aids adviser, a magistrate, an aerobics teacher, a counsellor, a training officer from a London housing association, two British Transport Police Officers and several management trainers.

Initially the topics were related to personal safety when out and about, with a course manual so that material could be adapted to the length of the course requested – anything from two to 13 hours. Domestic violence and workplace aggression were not included. Essential elements included understanding the risks, recognising how to release tension, verbal and non-verbal communications and developing personal action plans for travelling by car and public transport and when at home. Student-centred learning was encouraged by the use of role play, case studies and group work.

The office recruitment company, Kelly Services, who had originally sponsored the Trust's video "**Avoiding Danger**", provided funding for the course tutor resource packs. Tutors only received these after a day's assessment which took place approximately a month after the course and included customising lesson plans for groups. Each tutor had to demonstrate their skill at adapting the material for different target groups by running a 30 minute session. The resource pack for the course included two videos exclusively for the use of tutors. The introductory video '**Personal Safety First**' was produced by media students as part of their degree course at Manchester Metropolitan University and emphasised that both men and women could benefit from the course. "**Personal Safety First on the Road**" was sponsored by the AA and produced in association with Surrey Police to demonstrate personal safety risks faced while driving. This video suggested various strategies including locking car doors in built up areas, knowing how to change a tyre and attaching a blown up balloon to a baseball cap on the passenger head rest to suggest there was a passenger in the car! The video was an entertaining visual aid for training sessions to members of the public in car showrooms.

Trust booklets were also included in the resource packs and successful tutors were invited to Network Days to meet Diana Lamplugh and other Trust staff and to discuss how they would market their courses. Having started in London the PSF Programme was launched in Manchester in the spring of 1994

followed by events in Glasgow, Birmingham and Leeds with the help and support of the local police force. Course participants gave positive feedback on the value of the courses run by accredited PSF tutors. Evaluations included comments such as *"It really made me think"* and *"I now feel I am in control."*

Commercial sponsors were attracted to the Trust during this period as they could see the value of linking their names with such a high profile charity. Diana's ability and readiness to talk to the media was much appreciated. Projects which spread the Trust's message as well as raised funds included a video "Driving without Fear" – Ford Motor Company; a driving course which included personal safety – Britannia Rescue; a motorist's safety pack – Autoglass, and a competition for lady drivers – Daewoo Cars.

Cardwatch, run by APACS (The Association of Payment Clearing Services) which included all the major banks and building societies, sponsored a new Trust booklet, **'Living Safely'**, in 1995. This brought together the Trust's advice on personal safety when travelling and walking. Cardwatch also sponsored seminars for members of the public which were advertised in central London tube stations on personal safety for commuters. These were run by PSF Course tutors in the New Connaught Rooms in March 1995. Attendees were encouraged to bring a friend as it was perceived that people afraid for their own personal safety were unlikely to attend on their own and talk to complete strangers.

At the same time major employers were recognising that they had to address personal safety issues for their workforce. Recent European legislation had placed additional responsibility on employers to identify necessary preventative and protective measures and provide procedures, guidelines and training as necessary. It was to be expected that the Suzy Lamplugh Trust would be called upon to assist them in this process. **'Training for Personal Safety at Work'** by Chris Cardy of the Local Government Management Board and Diana Lamplugh had been published by Gower in 1992 and was regarded as the definitive manual on workplace violence. This emphasised the need for staff to be consulted at all stages in the risk assessment and development of policies and procedures.

Organisations such as RICS (Royal Institute of Chartered Surveyors) BMA (British Medical Association) and many local authorities approached the Trust

for help in writing guidelines on personal safety. In 1994 the Trust decided to develop two generic documents, sponsored by IBM, one as a '**Guidance for Employers**' and the other as a '**Guidance for Employees**'. Drafts of these were sent to various government departments, the HSE, TUC, ROSPA and CBI for comment. With hindsight, which includes knowledge of Dunblane and the murder of Philip Lawrence, it is interesting to read that the Department of Education did not want teaching to be highlighted as a high risk job.

These Guidances were launched at a high profile event at the offices of Westminster City Council on 8th November 1994. David Maclean represented the Home Office and Jack Straw represented the Opposition. The '**Reducing the Risks**' package also included a video of a typical Diana Lamplugh talk to staff, in this case to employees at IBM.

With these resources, the Trust also launched its **Personal Safety in the Workplace (PSW) Training**. Although the **Personal Safety First (PSF) Training** had been enthusiastically taken up by self-employed tutors, it had been difficult to persuade a number of community groups to pay for personal safety training. There was, however, a steady demand for training in the workplace. Existing accredited PSF course tutors were asked to apply to join a register of PSW Trainers. They had to demonstrate that they had successful experience of working across different employment sectors such as social services, healthcare, housing, transport or retail and at different levels such as front line staff, line managers, home workers. All PSW Training requests were to be received by the Trust and trainers were required to customise the training after discussions with the organisation. Over the following years PSW Training provided valuable financial revenues for the Trust.

Within a year of launching of the PSW Training, another path was established to ensure that the Trust's message reached more employers. The secondment of a civil servant from the Department of Employment helped to ensure that **Personal Safety at Work Conferences** on 'Reducing the Risk' were developed. These were conducted in an interactive way using case studies from organisations where PSW Training had taken place or where accredited course tutors were employed. Eleven conferences were run in the twelve months from November 1995 in London (4), Manchester, Southampton, Birmingham, Cardiff, Stirling, Leeds and Bristol.

A number of additional Trust resources were marketed during this year to address the concerns of those at work. Lone workers, whether self employed or working away from their office, were identified as being in the high risk category. **"Lone working – surviving and thriving"**, by Mike Woodward and Jackie Whitehead was launched by the Institute of Management and Pitman Publishing in 1995.

The following year saw the creation of one of the Trust's most popular resources: **'The Fast Guide to Personal Safety at Work'**. This lively illustrated pocket guide, produced by Hascombe Publishing and laminated for durability, provided an easy reference source for staff.

It was important to address the specific needs of different employment sectors, so Pauline Bibby wrote **"Personal Safety for Social Workers"** and **"Personal Safety for Healthcare Workers"** with forewords by Diana Lamplugh. These books were published by Arena. The third of the series **"Personal Safety for Schools"** was written by Diana and fellow trustee Barbara Pagan in response to the Dunblane massacre and murder of headmaster, Philip Lawrence. A teaching resource pack, which included the book and two videos illustrating incidents with aggressive students and difficult parents, produced by Merlin Communications, was launched in November 1996 by the Trust's new Chairman, Baroness Mallalieu.

In 1996 the Trust persuaded the Department of Education to commission research into violence and aggression in schools. This research was undertaken by Dr. Martin Gill, Deputy Director, The Scarman Centre for the Study of Public Order, University of Leicester.

The findings from this research were fed into the various Education Conferences which the Trust's Training Department ran for headteachers and governors in local authorities around the country. These conferences, partially funded by British Telecom, gave delegates the opportunity to share practical strategies to deal with violence and aggression from both parents and pupils.

Despite the expansion of the Trust's influence through training, conferences and resources, the campaigning on other issues continued. Also, at this time, having lost a daughter who was presumed murdered, Diana and

Paul suffered a second shock when, in 1993 in Oxford, someone with a knife tried to abduct their youngest daughter, Lizzie. Luckily Lizzie was able to talk her way out of the situation, but the subsequent criminal prosecution had a devastating effect. *"It was not until the case came to court that Lizzie began to feel like a victim....First reactions to Lizzie's attack made us realise that no-one was going to stand up in her defence. This feeling of complete helplessness completely overwhelmed us because, of course, we were victimised too."*

In December 1993 a Trust conference was held at the University of Warwick on 'Too Many Victims: Whose Responsibility?' to address the concerns of victims of crime.

As at previous Trust conferences on campaigning issues, the invited audience was a mixture of academics, practitioners and in this case, victims themselves. Speakers included Home Office Minister, David Maclean for the Government, Tony Blair, then Shadow Home Secretary, Rodger Pannone, President of The Law Society, Barbara Mills QC, Head of the Crown Prosecution Service, Helen Reeves, Director of Victim Support and John Over, Chief Constable of Gwent Police. One of the outcomes of this conference was, with the encouragement of the Trust, the formation of an independent organisation, Victims Voice, to reflect the concerns of 'long term' victims and their families. Diana was also asked to join the Penal Affairs Consortium.

The Government was recognising that Diana Lamplugh could be a formidable ally in bringing diverse groups together to address personal safety concerns. She was asked to chair the Home Office working party on 'Personal Safety for Disabled People' in 1993. This working party included representatives from various Government departments, RNIB, RNID, GLAD, People First, Hammersmith Council and Charing Cross Hospital. In May 1995 a consultative document and questionnaire was launched at the House of Lords along with a booklet '**Out and About**', printed by Mencap with practical advice for disabled people. *"Research suggests that disabled people have a greater fear of crime than the population at large. They feel more vulnerable and less likely to go out alone or after dark because of concerns for their personal safety."*

Working with young people to reduce their risks continued to be important to the Trust and, following the success of the "**Well Safe**" teaching

resource pack, a conference was held in January 1995, again sponsored by BT, entitled 'Youth of Britain: Personal Safety Matters!' The aim was to *"set out to explore how we can educate children to lead safer lives and to identify who can and should assist in the process"*. Speakers included Jack Straw, Shadow Home Secretary, who talked about his own concerns both as a parent and a parent-governor.

A Trust tutor had undertaken research into teenage attitudes to safety and discovered many believed violence against other teenagers was inevitable, so they needed to carry weapons with them. A new Trust booklet '**On the Street**' aimed at teenagers, sponsored by BT Chargecard was launched at this conference. Funky in design and vividly illustrated, the aim was to get the message across in a fun way. Bill Cockcroft, a Chief Commissioner of England for the Scout Association, asked at the event for half a million copies of 'On the Street' to distribute to their members.

In September 1995 the Trust's pack for children aged 8-12 years, "**Home Safe**" was launched at the National Film Theatre. This video looked at practical strategies for two children, one travelling to and from school alone on the bus and the other being home alone, who had unexpected callers. Each child actor spoke directly to the camera, explaining to the other child, how they enjoyed having some independence and using strategies, such as code words, to assist their personal safety. The video, produced by Pace Productions, won an ICVA award for effective communication.

By the end of 1996 the Trust could report that over 6000 primary schools were using Home Safe and 2000 secondary schools were using Well Safe to help their pupils.

A completely new campaigning issue that the Trust took up at this time was the need for legislation specific to stalking. The Trust had received a number of calls from victims and the case of Tracey Sant had received a lot of media attention. A campaign was launched in March 1996 with the support of a number of agencies including ACPO (The Association of Chief Police Officers). ACPO agreed to survey past and present criminal cases to determine the extent of the problem. A Labour MP, Janet Anderson, estimating 3000 people were stalked each year, attempted to introduce legislation under the

ten minute rule. The Home Office then took the issue seriously and David Maclean agreed to outline the Government proposals at a Trust Conference at Church House on 18th October 1996.

These proposals were discussed before an invited audience which 'included police, politicians, magistrates, barristers, psychiatrists, psychologists, judges, representatives of the CPS, Liberty, Home Office officials, and most importantly, victims.'

Twenty three Concerns and Recommendations from the Conference included extending the meaning of violence to include psychiatric harm, the need for guidance and training for all Police Officers and the need for more support for stalking victims. Diana Lamplugh commented *"I felt it incredibly helpful to air concerns before the law was introduced to test if it would work for the police, the courts and those who are the victims of stalking behaviour."*

The Protection from Harassment Bill passed its final reading in great haste on 21st March, so that it could receive Royal Assent before Parliament was dissolved on 8th April 1997.

Diana Lamplugh had a personal reason for campaigning for this new law. She had remembered Suzy speaking about a man who was frequently sending her exceptional quantities of flowers and whom she planned to meet to tell him to stop. Possibly Suzy had been a victim of stalking.

With the tenth anniversary of the Trust approaching, it seemed to the family to be a suitable time to establish a memorial for Suzy, in lieu of a grave, as Suzy's body had never been found. A 17ft stained glass window created by Alan Younger, using traditional techniques similar to those of the Middle Ages was commissioned for All Saints Church, East Sheen.

The subject of this inspirational window, conceived by Paul and Diana Lamplugh, is a positive depiction of the risen Christ, the triumph of good over evil, represented by the serpent. It was specifically intended to reflect Suzy's parents' desire to create something good out of their own intense tragedy. The window shows Christ reaching up and releasing a dove and in an emotional moment at the dedication ceremony on 25th July 1996 attended by hundreds

A TRUST TO BE TRUSTED

of Suzy's friends and Trust colleagues, Paul Lamplugh declared that he hoped the window would allow Suzy "to fly free".

Celebrations of the Trust's tenth anniversary took place on a wind battered evening on the top of British Telecom Tower in Central London on 19th February 1997. After all the achievements of the preceding years, working with government departments, commercial sponsors, academics, teachers, trainers and employers, the Trust was planning the next decade. The brochure, funded by BT, commemorating the first ten years was entitled "**Help us Build a Safer Future**".

Building a Safer Future

1998-2003

By 1998 the Lamplughs' house in East Sheen Avenue was bursting at the seams. All the work described in the previous chapters was undertaken from this house and all the rooms, with the exception of Paul and Diana's bedroom, had been taken over by Trust staff and volunteers. Paul's office was in the dining room and Diana's in the living room, where meetings were also held with visitors from Government Departments, commercial sponsors, universities and other agencies with which the Trust was working.

The Training Department, running courses and conferences and managing trainers and tutors, was housed in a converted garage at the end of the garden, with views of raspberries, red currants and roses in the summer. With plans for further expansion in the air, in 1998 the Training Department took over the lease of a small office in Parkway House, a serviced office block ten minutes walk from the main Trust Office.

In July 1998 Chris Neatby-Smith was recruited for an eight week project to analyse the Trust with a view to designing, developing and launching an Internet web site. The hardware and software needed for the project was purchased using a grant from the Sir James Reckitt Charity and a prototype web site was developed. Direct Connection, the internet service provider agreed to sponsor the project by providing the Trust with a premium site-hosting package at no charge and by August the site was up and running on a trial basis. In September 1998 Chris won the Shell Technology Enterprise Programme (London) award for the success of the project and the site was officially launched before the media at The Global Café, London as part of Personal Safety Week. Chris agreed to provide part time technical support and consultancy and has continued to provide these services. The web site has been a major contributor to providing access to information about The Suzy Lamplugh Trust and promoting events, training and resources and has been widely acclaimed.

In 1997 it had been decided that the Trust should take over the running of the **"Personal Safety First" (PSF)** Course Tutor Courses from London Central

YMCA. The course lengthened to three days duration and focus was given to violence in the workplace, with input from some of the Trust's Personal Safety at Work Trainers. In-house Course Tutor Courses were run for government agencies, such as the Crown Prosecution Service, the Probation Service, Ministry of Agriculture, Fisheries and Food as well as community health trusts and local authorities. An average of 80 course tutors passed their assessments each year and joined the Course Tutor Network.

In-house conferences continued to be run for the local education authorities and in 1998 Telford and Wrekin Council asked the Trust to run one for all Council Departments from libraries to drains. Other organisations commissioning conferences included the Royal College of Nursing (1999), War Pensions Agency (2001) and Westminster Primary Care Trust (2003).

In October 2000 the Health and Safety Executive in Northern Ireland sponsored a PSW Conference on 'Reducing the Risks for Lone Workers' at Belfast City Hall. This was oversubscribed within ten days of the information being circulated and delegates on the day were willing and enthusiastic to share their concerns. The Trust subsequently held conferences in Belfast and Dublin in 2003.

Because of the origins of the charity, Trust training consultants were welcomed by employees as they were seen to be concerned with the individual and not just the organisation. Another benefit was that each course was customised to differing needs, whether those trained were community midwives, workers in a call centre, frontline staff in a housing association or volunteers in a children's charity.

Internal aggression in the workplace from colleagues or supervisors was another issue that the Trust recognised as important. Diana persuaded the British Occupational Health Research Foundation to fund research on Destructive Interpersonal Conflict in the Workplace by Professor Cary Cooper and Helge Hoel of U.M.I.S.T. The results of this research in February 2000, showed that one in ten people had been bullied during the previous six months. The TUC and CBI backed appeals for organisations to develop policies on bullying. Diana wrote letters to local newspapers with the heading 'Stop Workplace Bullies at Last'. *"At the end of the day, combating bullying makes*

good business sense as aggressive management styles and violence in the workplace lead to absenteeism, demotivation and reduced productivity.....Everyone has a right to a safe, stress free working environment without the threat of verbal abuse or violence."

Funding from the Millennium Awards for All fund enabled a conference to be held in November 2000 at York House, Twickenham entitled 'A Safer Millennium for the Third Age'. 85 lively senior citizens shared their own personal safety strategies, such as obtaining cash from supermarkets rather than ATM machines. The office was inundated with thank you letters the following week.

A second conference for the elderly was run in Ealing Town Hall in 2002 with support from Awards for All as well as the local community police.

The Trust continued to earn funds from the sale of resources, such as booklets, videos, books and personal alarms to individuals and organisations.

'Working at Personal Safety', a managed interactive programme, was launched in 1998 for members of staff who could not be brought together for off-the-job training. In 2000 an induction video **'First Steps to Personal Safety at Work'** was produced in association with Hascombe Enterprises, the suppliers of the Trust's Fast Guides. The video was launched in June that year by Diana at an HSE conference at the TUC Congress House, and was welcomed as practical and useful by delegates. In 2003 a sister video **'First Steps to Stress Management at Work'**, which looks at strategies for both employers and individuals was added to the Trust's catalogue.

Commercial sponsors continued to support the Trust. In 1998 Yorkshire Electricity funded a new booklet **'Working Safely in other People's Homes'**, which they distributed to their meter readers. The Woolwich Building Society sponsored the reprinting of **'Living Safely'** and ensured copies were available to members of the public in all their branches.

In 2001 the Trust was approached by Premier Lodge to improve the personal safety procedures in their travel lodges. This led to the development of a new booklet **'Staying Safe away from Home'** which also included advice

on travelling by car. Again, this booklet was freely available for guests staying at Premier Lodge.

Another niche market was addressed with the launch in 2002 of **'Keeping Safe while Keeping Fit'** for people using fitness clubs and jogging in public areas.

Diana and Paul had wanted for some time to help people backpacking abroad. Research was undertaken by Oxford Brookes University and a book **'World Wise – Your Passport to Safer Travel'** was written by Mark Hodson, a Travel writer for the Sunday Times. The forward was written by Prince Charles, whose Prince's Trust had supported the research. "World Wise" contains safety advice for travelling abroad and a directory of useful information on personal safety specific to each of the 220 countries. This was also made available on the internet with support from the Foreign & Commonwealth Office and updated by Oxford Brookes University.

"World Wise" was first published by Thomas Cook in April 1998 and the following October, Charles Clarke, then Minister for Education, launched the **"World Wise" video** with a teaching pack at the Commonwealth Club. This video also received an ICVA award for effective communication. Jane Blackman, mother of Lucie who was murdered in Japan, helped launch the second edition of "World Wise" at the British Council in 2001.

Another video for teenagers was produced in 1999 with sponsorship from the Army. **'Planning for Personal Safety'** featured six young people going clubbing. The video and teaching pack was launched at the Army Recruitment Centre, Blandford Forum in front of a hundred local school pupils. The audience entered into a lively debate on their own personal safety strategies to avoid being mugged, having their drinks spiked or becoming involved in a fight. This video was distributed free of charge to secondary schools throughout the country on request.

All the work that Barbara Pagan, who died in 1999, and Diana Lamplugh had developed in personal safety education for young people was condensed into a new book – **'Safe Wise – Developing Safer Independence'** This was launched at a reception at the House of Commons in February 2000. The

HSBC Bank provided funds for 5000 of these books, with accompanying videos to be distributed free to schools by the National Confederation of Parent Teacher Associations. Jacqui Smith, Education Minister, said at the launch *“‘Safe Wise’ will complement the work the Government is doing on introducing the concept of risk and health and safety awareness in the new personal, social and health education framework.”*

Later in 2000 Diana chaired a Trust conference at NCVO, King’s Cross to look at the personal safety concerns of pupils with special educational needs.

In 2001 the Trust was delighted to receive an enquiry from the TXU Women’s Challenge planning team, who wanted the proceeds of their activity weekend to help fund personal safety initiatives for young people. £10,000 was raised to enable a number of PSF Course tutors to deliver personal safety training sessions in secondary schools nominated by the participants.

In 1998 the Trust had adopted a new slogan *‘Personal Safety for everyone, every day, everywhere’* and decided to establish a Personal Safety Week. The week beginning 12th October was chosen, as it was after the Party Conferences and before half term. Each day focused on a different sector of the community. On the final day Diana was photographed with the London Broncho’s Rugby League Football Team, highlighting the risks faced by men, particularly male rape.

Young people were at the heart of two new organisations which were started under the auspices of the Trust in the late 1990s. The Campaign for the Removal of Pimps, C.R.O.P. had begun after the murder of Fiona Ivison at 17, who had been inveigled into drugs and prostitution by a pimp. Diana encouraged Fiona’s mother Irene to set up the Campaign as a charity and joined her on the Management Board. A conference ‘Stopping the Pimp’ was held at the Research Centre on Violence, Abuse and Gender Relations at Leeds Metropolitan University in April 1998. Recommendations were made to government to treat child prostitutes as victims not sex offenders in the future.

The personal safety of youngsters arriving in London after running away from home or local authority homes was one the Trust addressed by

establishing 'Get Connected'. *"This charity, 'Get Connected' is a one-stop helpline for vulnerable youngsters to be connected to the appropriate support agency such as Childline, Centrepont or the Samaritans. 'Twenty minutes that's how long it takes for a runaway child to be put in peril after arriving at London's stations. Twenty minutes before someone's son or daughter will be approached by a stranger and lured into anything from drugs to prostitution.'"* The helpline was originally sited at King's Cross Station and fifty volunteer 'connectors' were appointed. *"Whatever the caller needs – drugs, medical advice, counselling, food or a bed for the night – 'Get Connected' can help."*

The Trust was helped in setting up this charity with funds from the National Lottery Charities Board, British Telecom and Railtrack. Paul Boateng, Minister of State at the Home Office, launched the Get Connected Virgin Train at Euston Station on 23rd February 1999. Frank Dobson, Secretary of State for Health, whose constituency covered St. Pancras where many runaways arrived, spoke at the Press Conference. Posters and cards with the helpline number were distributed by the British Transport Police. In 2001, Get Connected became a separate charity to the Trust, and moved to offices in Acton, provided by Carphone Warehouse.

The Trust continued political lobbying on personal safety issues. Its longest running campaign had been for the licensing of the operators and drivers of minicabs. Diana personally campaigned for legislation to ensure that inappropriate people, including paedophiles, should not be able to drive vulnerable people whether children or adults. She campaigned amongst the reputable minicab companies and battled with the entrenched opinions of some black cab drivers.

Eventually a private members bill, sponsored by Sir George Young, to licence mini cabs in London was the focus of a Trust conference in January 1998 in the unusual venue of Stringfellows, the Soho nightclub! There was all party support with speakers including Glenda Jackson, Minister for Transport in London and Dr. Jenny Tonge, MP for Richmond. Also unanimous was the support from the London Tourist Board, the Consumers Association, the Metropolitan Police and the National Council of Women. The Greater London Association of Disabled People pointed out that *"minicabs, the majority of which are saloon cars are often chosen in preference to Black Cabs by disabled*

people because access is easier. It is therefore imperative that they are safe.”
The Private Hire Vehicles (London) Act was finally passed later that year.

The Trust's '**Agenda for a Safer Society**' was launched at a reception in the House of Commons in November 1998, to which members of both Houses were invited. The document highlighted the past achievements of the Trust with Workplace Violence, Missing Persons, Sex Offenders, Stalking and Minicabs. New areas of interest were identified, such as encouraging children to walk to school, supporting effective restorative justice programmes, examining the link between dyslexia and offending and lobbying for a Dignity at Work Act to address bullying.

A three year development grant from the Community Fund in late 2000 provided an enormous boost to the advancement of the Trust. A larger suite of rooms was obtained in Parkway House and staff from the Resources and the Accounts Departments were moved from the Lamplughs' family home to join the Training Department already there. With a good sized meeting room and 'board room' furniture (acquired from previous tenants!) gradually more and more official meetings began to be take place at Parkway. The grant provided salaries for specialist staff and the benefits of a dedicated Marketing Manager, Training Manager and Fundraiser soon became apparent. A fully networked computer system was installed and the Trust moved into a new stage of its development.

The Trust's Tenth anniversary brochure had introduced the concept of a future National Centre for Personal Safety – 'that is unique, innovative, informative, educational and entertaining.' This would also house the Trust's offices.

The reopening of Suzy's case in 2000 brought Diana into closer contact with the Home Office and in particular with Charles Clarke, Minister of State at the Home Office, who was able to earmark some funds to underwrite a feasibility study of the Centre for Personal Safety.

The National Centre was seen as the place where work on issues and other projects such as Secured by Design could be developed. With the funding from the Home Office, extensive research into the feasibility of establishing a Centre was undertaken and plans went through a number of reviews. Various

locations, such as King's Cross were examined and facilities such as an interactive area for children and a personal safety library were discussed.

One step towards the Centre was the establishment of The Suzy Lamplugh Research Institute at the University of Glamorgan in 1999. Research had been the base rock of all the Trust's work and this Institute, based in Glamorgan's School of the Built Environment, offered the opportunity to research personal safety issues of concern to society. Research on the delivery of personal safety training in hospitals was carried out with the Doncaster NHS Trust and research into the safety of stations, particularly the smaller unmanned stations and their environments, was carried out with the South Wales Company, Valley Lines. This fitted in well with Diana's extensive work over the years with the British Transport Police, as the safety of the public on trains and stations was always high on her agenda.

The Lamplugh family welcomed the decision of the Metropolitan Police to undertake a detailed review of Suzy's case *"Obviously it would help us immensely to know what really happened to Suzy and therefore we welcome this initiative to look at every detail of the case in a new light."* Liaison with the police was close and hope was given of finding Suzy's body. The Crimewatch Programme in July 2000 appealed for specific information as by then the Police were certain they knew who the killer was. On several occasions the media were informed that the police were investigating possible burial sites, but no remains were found.

Finally, in November 2002, the result of the police's reinvestigation was announced at a packed Press Conference at Scotland Yard. *"It is a matter of great regret for all of us at the Metropolitan Police that significant opportunities were missed during the original enquiry. If these opportunities had been grasped at the time, it may have led us to a prosecution many years ago, but that did not happen.... John Cannan has been interviewed twice by the police in connection with Suzy's murder since his arrest. He has not been eliminated from our enquiries as a suspect Whilst the CPS advice is that there is not enough evidence to prosecute at this time. This investigation is not over."*

Two television programmes, for ITV and Channel 5, were made in co-operation with the Police and the Lamplughs. Both looked at the mistakes

made in the original enquiry and investigated the links with John Cannan, who is currently serving two life sentences for the murder of Shirley Banks in 1987.

The police's thorough re-investigation and their statements naming Cannan in the way they did were an enormous relief to the Lamplugh family, who felt at last able to put their tragedy behind them. However, in early 2003 a serious shoulder operation forced Diana to cancel her usual round of speaking engagements. Then in March 2003 she suffered a massive stroke and underwent two emergency operations on her brain. Since the stroke she has been left with an almost complete loss of memory and was additionally diagnosed as suffering from Alzheimer's at the early age of 67. She remains in hospital, in long-term care.

Coming of Age 2003-2006

Diana had written in 2001 *“As we have progressed through this new phase of our lives, we realise how much work still needs to be done. My husband, Paul and myself have up to now been fully involved with the Trust in the name of our daughter. We now realise that it is essential to fully pass on this work to others”*.

With Diana’s illness, Paul had to oversee this transition by himself. He continued as Executive Secretary throughout 2003 running the Trust with the help of the Trust Manager. Together, they managed and oversaw several exciting new projects.

Smart Kids, a fun, interactive website for primary school pupils and those with special needs, was sponsored by BBC Children in Need, Margaret Dobson Trust, Persula Foundation, and Ajahma Trust. It was developed in conjunction with Wandsworth City Learning Centre and proved an instant success. There were also new leaflets for young people entitled **‘Think Safety’** which featured practical guidance and tips for staying safe while still having a good time.

Another major project was the conducting of a **survey** to gather statistics on people’s perception of the risk of becoming a victim of crime. The results of this were particularly interesting when compared to the official statistics.

National Personal Safety Week 2003 was launched in a special Personal Safety Marquee in Covent Garden with the Metropolitan Police. Top bands, Atomic Kitten, Blazin Squad, Blue and Girls Aloud provided their own safety tips for a poster for schools and thousands more posters were distributed to workplaces, community centres and colleges throughout the UK. The week also saw the start of a Great Wall of China Trek with 16 trekkers raising £40,000 in sponsorship for the Trust.

On 29th November 2003 an overflowing All Saints Church, in East Sheen heard a performance by the Welsh Tempus Choir of the beautiful **‘Antiphony**

of Grief Rewarded'. This poem by Peter George was inspired by the story of Suzy's disappearance and was set to music by Simon Morris. It focuses on the proximity of the dead to the living and the certainty that goodness and love will prevail and eventually lead to a reunion.

By the autumn of 2003 Paul Lamplugh had decided to stand down as Executive Secretary so that he could spend more time with Diana. The Trustees agreed to appoint a Chief Executive who could lead the Trust in the next phase of its development with the establishment of a National Centre for Personal Safety and the Home Secretary, David Blunkett, wrote a personal letter to authorize some funding for that salary. The end of 2003 also saw the remaining staff, including the Fundraising Department, move from the Lamplughs' house to the Parkway offices.

The remarkable achievements of The Suzy Lamplugh Trust under the leadership of Paul and Diana Lamplugh were acknowledged in 1999 in an article by Libby Purves, who had been involved in the foundation of the Trust.

"Good bereavement counsellors steer clients away from assuaging their grief with campaigns. I thought that – like many other memorial trusts – this enterprise launched on private emotion would founder in practice..... I was wrong, the Trust is a national asset, its influence nationwide, its renown and awards international.....the work of The Suzy Lamplugh Trust has made us feel less, not more, afraid."

After a rigorous recruitment process, the Trustees appointed Julie Bentley as the first Chief Executive of The Suzy Lamplugh Trust with effect from 1st April 2004. Julie, with extensive experience of management in the voluntary sector came to the Trust from Alcohol Recovery Project, where she had been Director of Corporate Development.

Taking over an organization which not only came out of a family tragedy but had been run by the founders since its inception is a challenging task. Paul wanted to remain actively involved in the charity, whilst being clear that Julie would be in charge. It required much sensitivity and give and take on both sides and it is to the credit of both Julie and Paul that this was accomplished so successfully. That is not to say that there were not moments of heated

discussion, but both Julie and Paul agreed from the outset that they would be very honest and open in their dialogue. Paul had to have confidence in the person he and the trustees chose to take the Trust forward if the handover was to be successful; he had therefore been a key player in the recruitment process. Julie said during her first six months in post *“One of the main difficulties with founders can be an unwillingness to accept that anyone else knows what is best for the charity and Paul has demonstrated a real willingness to reflect on my perspective and to adjust his thinking as a result. Basically we have developed a trust between us and we both know that the other has the best interest of the organisation at heart.”*

Members of staff, whilst recognizing the tremendous achievements of Paul and Diana were delighted to accept new leadership and were very supportive of Julie’s appointment. Julie spent time talking individually to each member of staff and the Board, asking each person what they felt about her arrival and their aspirations for the Trust. She also shared her vision for the Trust. Julie recognized that she had inherited a rather cumbersome organization that was financially vulnerable and within her first year had to take the difficult decision to reorganize and make several members of staff redundant. This change was necessary not only to enable the Trust to meet its financial targets, but also to better shape the organisation to be responsive to the changing environment in which it operated. It nonetheless took courage and conviction in order to accomplish smoothly whilst still keeping the momentum and managing an organisation sensitively through a significant period of change.

With the streamlined team in place, Julie herself took over the leadership of fundraising and the Trust began the ‘next’ stage of its development. Links were re-established with government, the police, academics and organizations and those who had doubted if the charity would survive beyond the founders quickly recognized that The Suzy Lamplugh Trust was here to stay.

In early 2005 Paul became a member of the Board of Trustees, where he continues his valuable input into the Trust. He was awarded an OBE at the end of 2004 for services to The Suzy Lamplugh Trust.

It was decided during 2004 that National Personal Safety Week should move to focus on one day, so the Monday of the original Personal Safety

Week, became **National Personal Safety Day**. In October 2004, Jo Brand launched "Watch out on the home straight" a campaign aimed at alerting people to the safety aspects of their last few hundred yards of their journey home. During 2005 the Trust launched a major new campaign '**The Streets Deserve Respect**' to raise awareness of personal safety for boys and young men. An exciting range of slogans were written by young people and some 20,000 posters developed from the slogans were requested by schools around the country.

A huge honour came when Sally and Bob Dowler in the autumn of 2005, after four years, asked the Trust to take over the work of **Milly's Fund**. The two charities had always worked closely together and it has been a privilege for the Trust to take over their innovative work educating children and young people about personal safety.

Two staff from the Trust went on secondment to the **Home Office**, which was an opportunity to showcase the work of The Suzy Lamplugh Trust and strengthen relationships with government.

Five new Training Consultants were recruited around the UK, including one who will focus on delivering free or subsidized personal safety training to those most in need.

The link between sexual assaults and alcohol consumption was highlighted in a joint campaign with the charity Alcohol Concern. This campaign included launching a new booklet **You + Alcohol + Safety** with the support of the Home Office.

A new **Think Safety – Green** booklet aimed at 7-11 year olds was produced, which contains personal safety tips, puzzles and pictures to help young people start to learn about keeping themselves safe. **Think Safety – Red** and **Think Safety – Blue** had already been promoted for younger and older teenagers.

Research on the levels of verbal and physical aggression against lone workers was carried out by conducting a national survey, which was funded and co-conducted by the lone worker safety system, LookOut Call. This

highlighted the dangers faced by those who work alone in the public sector. A new booklet on **Lone Working** was produced in response to high demand.

A meeting took place at the **Jill Dando Institute for Crime Science** when academics critiqued the resources of The Suzy Lamplugh Trust, providing valuable feedback. This is now set to be an annual event. Meetings were also held with the **University of Glamorgan** and a decision made that whilst they will continue with their current research, notably Personal Safety on University Campuses, the Trust will also establish and maintain links with other universities.

The difficulty of keeping up to date the **World Wise** directory of information on safety around the world was recognized, and a link established from the Trust website directly to the Foreign & Commonwealth Office site, has avoided the need for duplication.

Mini cabs continue to be an issue, particularly the number of illegal cabs still plying for business and the number of assaults that take place in these vehicles. The Trust continues to push for easier recognition of licensed vehicles.

Julie Bentley within three months of her arrival had stepped fully into the role of the charity's ambassador, speaking at events, conferences and in the media. However she was keen that other members of staff also acted as spokespeople for the charity, pushing the fact that the message is more important than the individual that delivers it. The Trust continues to receive valuable national, regional and local media coverage in the press, on radio and on television, helping to raise awareness of the importance of personal safety to everyone.

The 20th **Anniversary Year** is truly a milestone in the history of the Trust and will see the charity move from its East Sheen roots to its new National Centre for Personal Safety on Albert Embankment. Following fantastic support from **Leith London** and **Nick Darke** who did an enormous amount of pro-bono work, researching how the charity is perceived and what people feel about it. This identified some very useful issues, the most pressing being that whilst everyone had heard of the charity many did not fully know what

services it offered. Leith London and Nick Darke identified a brand identity for the charity and developed the new logo for the Trust, which was unanimously accepted by the Board of Trustees at the meeting in January 2006. This new brand identity is better reflective of the charity in 2006 and will take us into our next phase of development.

The Suzy Lamplugh Trust in 2006 is an innovative, young, forward looking organisation with a fantastic staff team who are genuinely committed to issues of personal safety. With a range of exciting events organized for the anniversary year, including a Gala evening at the **Royal Ballet School** on 15th June, a fundraising **Ball** on 18th November and a focus on children and young people in a **Safer Schools Charter** which will culminate in **National Personal Safety Day** on 16th October, The Suzy Lamplugh Trust is well set for the next 20 years, continuing to strive to enable everyone in society to live life to the full – but safely.

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