

keyinfo

May 2013

Delivering Information from Key Forensic Services Ltd

Contract news

South East Region

We were delighted to receive the news recently that we had been successful in our bid to provide our services to the South East Region.

Managing Director Paul Hackett and Account Manager Craig Bennett have been meeting with each of the South East forces prior to contract implementation. Commenting on the contract award MD Paul Hackett said **'Following on from our success with the West Coast Consortium, this is another great step forward for KFS and we are extremely pleased to be able to widen the delivery of our services to the South East Region and develop relationships with new customers including TVP and BTP. We have been busy over the winter, building capacity across the business and are now extremely well prepared to meet the increase in workload associated with both the West Coast and South East regions.'**



College of Policing

We have recently been working with the College of Policing to deliver a range of training modules during 2013-14.

The first of these training events covering BPA evidence took place recently at Harperley Hall, Durham and was delivered by Dr Phil Seaman.

HMRC

We received news in April, that we had retained the provision of DNA analysis, but lost the Questioned Documents work from HMRC.

We have been providing HMRC with services since 2009 and are pleased to be able to continue to support HMRC in their investigations. Account Manager, Dawn Harrison will be meeting with HMRC in the coming weeks to facilitate implementation of the new contract.

North East Region Contract...

Unfortunately, KFS's bid to supply services to the NE Region was unsuccessful. The region awarded the contract exclusively to LGC.

Right People. Delivering Results.

Experienced scientists delivering forensic effectiveness, unquestionable integrity, focused customer service and value for money.



KeyForensic
Services Limited

Investing in our Future



We continue to strengthen our infrastructure and invest in our people.

The Coventry HQ has moved to a building adjacent to the existing laboratory, which is now home to Paul Hackett our MD, most support functions including HR, Finance, IT and Sales & Marketing as well as meeting facilities. This has allowed the considerable augmentation of the drugs and biology laboratories to accommodate additional scientific staff and allow for a further increase in capacity.

In line with this physical expansion, we have also **expanded our operational workforce and recruited**

64 people since September last year, including **over 40 graduates** through our graduate recruitment programme, expanding our workforce to more than 250 people across our Coventry, Norwich and Warrington laboratories.

With this broadening of our infrastructure we have also created some **new nationwide roles** including a National DNA Services Manager (Dr Des Vanhinsbergh), National Customer Services Manager (Paula Lovat), National Head of Biology (Helen Haworth) and National Head of Chemistry (Jim Haworth).

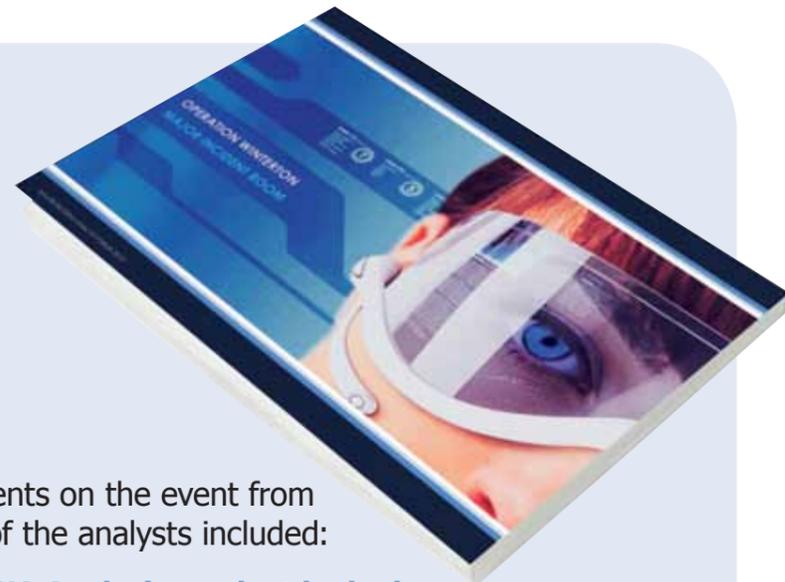
Operation Winterton

Major incident crime analysts from across the UK came together at the College of Policing (formerly NPIA, Ryton) recently, to share learning and test emerging technologies for the future of major incident investigations.

Using a case study approach based on a true to life homicide investigation, 75 major incident crime analysts participated in 'Operation Winterton' – a live investigation based on a conspiracy of an Organised Crime Group (OCG) to commit robbery resulting in a murder with a firearm and a kidnap.

One technology area very much focused on by the exercise, was the rapid processing of DNA samples taken from arrested suspects to place them at the scene of the crime. To achieve this, Key Forensic Services provided our RapidHIT[®], rapid DNA processing instrument for the duration of the workshop, allowing the analysts to analyse four DNA samples simultaneously in less than 90 minutes. Each crime analyst was given 10 minutes training and shown how to process DNA samples to achieve a result. **"This isn't just about processing DNA samples quickly,"** said MD Paul Hackett, **'it's about enhancing the investigative process where the RapidHIT system can be used for linking suspects' DNA in real time to any other intelligence an SIO has: i.e. when suspects are still held in the custody suite.'**

With this compelling form of evidence, the analysts were able, during early stages of Op. Winterton, to complement other sources of intelligence with DNA evidence in order to attribute all the OCG members involved to different vehicles and locations at various points in time.



Comments on the event from some of the analysts included:

'The DNA Analysis product looked good and got the brain working.'

'Interesting and good showcase of the technology.'

'It was good to see the DNA technology at work in the context of the investigations.'

'Very good demonstration on how the DNA system works.'

'Good to see how the DNA Technology does what it does and I enjoyed the opportunity to do a simulation MIR instead of all the conference being front loading presentations.'

Supporting the use of the RapidHIT instrument at the event were Keith Elliott from IntegenX and Lesley Ives from KFS.



International News

Key Forensic recently worked with UK Trade and Investment (UKTI) to further develop our brand internationally and position ourselves to respond to suitable opportunities.

UKTI has assisted us by providing detailed information on various overseas markets, overseas exhibition training and a review of our website to ensure it is suitably geared towards international traffic. We also received UKTI funding to attend the **Euroforensics 2013** conference in Istanbul, Turkey, where we were able to exhibit and follow up on previously-highlighted opportunities for strategic partnerships and government tenders.



The KFS exhibition stand attracted an unprecedented level of interest from representatives of the **Turkish Police, The Gendarmerie and Forensic Pathologists** and these enquiries are now being followed up by the Sales and Marketing team. There was considerable interest too, in the RapidHIT®, as a result of MD Paul Hackett's presentation at the conference, on the future of Rapid DNA processing.



▲ Seen here in Istanbul are: **MD Paul Hackett, UKTI Adviser Mehmet Ali Bortucene and Marketing Manager Paul Whitehouse**

GMP Annual Excellence Awards 2013

KFS was pleased to be able support once again, the Annual Excellence Awards hosted by GMP.

Specifically, we sponsored the **Branch Commander's Excellence Award for Lifetime Achievement** which was won by **Jayne Raine** – an experienced CSI who has dealt with a range of high profile serious investigations as well as countless volume crime scenes over more than 20 years.

Thus her contribution to GMP's force priorities throughout her career were recognised as being outstanding.

Presenting the award on behalf of KFS was Account Manager Claire Marston.



UKAS and BSi Update

BSi assessments were recently carried out at our **Coventry** and **Warrington** laboratories, lasting a total of two and a half days.

We passed our assessments with flying colours – our assessor was very impressed with the professionalism shown by all demonstrators and the attention to detail that goes in to all our work.

Our new laboratory site in Wymondham (Norwich), received UKAS accreditation in early January and in addition to DNA services, the site is now able to offer an accredited BPA service as well.



Customer survey

We recently contacted our customers, asking them to evaluate our service levels and provide us with feedback.

A summary of responses is set out below:

Customer Services

- 100% of respondents who answered the question, agreed that our Customer Services staff are **professional and courteous at all times.**
- 100% of respondents who answered the question, rated their overall satisfaction with our Customer Services team as **good.**
- 100% of respondents who answered the question, rated our drivers as **professional and courteous at all times.**
- 71% of respondents rated the our overall level of customer service as **excellent** and 29% as **good.**

Turnaround Times

- 57% of respondents rated our adherence to contracted turnaround times as **good**, 29% as **excellent** and 14% as **poor.**

Scene Attendance Service

- 100% of respondents who answered the question, rated our scene attendance service as **excellent.**

Account Management

- 50% of respondents who answered the question, rated the service provided by their Account Manager as **excellent** and 50% as **good.**
- 80% of respondents who answered the question, rated the quality of information provided by their Account Manager as **excellent** and 20% as **good.**

Finance Department

- 43% of respondents rated their satisfaction with our Finance team as **excellent**, 43% as **good** and 14% as **fair.**
- 43% of respondents rated the resolution of financial issues as **good**, 28% as **excellent** and 29% **fair.**



Casefile Corner

Operation Morgan

(Mick and Mairead Philpott)

KFS was called upon to examine the scene of the much-publicised fatal fire started by Mick Philpott.

Three KFS senior scientists were involved, led by Dan Matthews, an experienced arson investigator who examined the scene. The lab work carried out included accelerant analysis, microscopic burn damage examination, footwear comparison, glass comparison and DNA analysis.

Five of the Philpotts' children died in their home in Victory Road and the sixth, from a previous relationship, died in hospital.

A senior police officer said it was the most tragic case he had worked on.

Mick Philpott, 56, was given a life sentence for manslaughter and was told he would serve a minimum of 15 years in prison. Mairead Philpott, 32 and accomplice Paul Mosley, 46, were told they would each serve half of a 17-year sentence.



Questioned Documents Team helps to get a Conviction

In a recent fraud case for Dorset Police, **Questioned Documents Reporting Manager Caroline Bell** provided expert opinion, resulting in the defendant, John Davies being found guilty of fraudulent activity.



Davies was accused of fraud by false representation: the allegation was that he applied for a bank loan for £9,000 in joint names, purporting that his wife Emma Davies was an applicant.

Caroline examined signature evidence on several documents including a loan agreement and her assertion was that there was no evidence that Emma Davies wrote the questioned signatures and that it was more likely that John Davies wrote them.

In commending Caroline for her work on the case, **Dorset Police said 'Thank you for your professional evidence – the manner in which you presented it and your subsequent live evidence was spot on.'**



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