

1. Trauma-Informed Training

a) Does your force provide training relating to trauma-informed practice or trauma awareness for police officers?

b) If yes, please provide:

- **The name of the training programme**
- **Whether it is delivered internally or by an external provider**
- **The duration of the training and frequency of refreshers**
- **Whether the training is mandatory or optional**

This topic is covered and mandated over all initial PC entry routes (PCEP/PCDA/SPECIALS not Police Staff) for West Midlands Police at Foundation Level the following is taken from the Community and Vulnerability Module.

This is module 5 of 9 on the course as it evolves with the simple to complex theory (a principle for learning that involves starting with the most basic elements and gradually introducing more intricate details and interconnections) the below is covered in weeks 15 because of the content being the underpinning knowledge and skill set required.

This is only delivered to New Entrant Police Officers during the Foundation Level Training phase (as per the National Policing Curriculum); it is not a force wide delivery product, therefore this is only being answered from the Learning and Development perspective.

This current blended format of face to face and eLearn has been operational since previous to 2023 but has undergone some updating in 2025 as the course was initially delivered by Barnados as an external supplier but has now been approved for WMP internal use with Barnados authorisation as the courses are evaluated and developed in line with NPC, this blended learning approach is the current foundation level training operating model in 2026 lasting around three hours.

The eLearn element is blended through interactive questions and videos during the lesson content.

2. Training on Empathy or Communication with Vulnerable Individuals

a) Does your force provide training specifically focused on empathy, communication, or engagement with vulnerable individuals (for example victims of trauma, mental health crisis, or individuals with adverse childhood experiences)?

b) If yes, please provide:

- **The name of the training programme**
- **The duration of the training and refresher courses**
- **Whether it is mandatory or optional**

The topic of Policing with Fairness, Equality and Effective Communication (PFEEC) is covered in two parts and mandated over all initial PC entry routes (PCEP/PCDA/SPECIALS not Police Staff) for West Midlands Police at Foundation Level the following is taken from the Values and Standards Module.

This is module 1 of 9 on the course as it evolves with the simple to complex theory (a principle for learning that involves starting with the most basic elements and gradually introducing more intricate details and interconnections) the below is covered in weeks 1 because of the content being the underpinning knowledge and skill set required.

This is only delivered to New Entrant Police Officers during the Foundation Level Training phase (as per the National Policing Curriculum) it is not a force wide delivery product, therefore this is only being answered from the Learning and Development perspective.

This current blended format of face to face and eLearn has been operational since previous to late 2021 but has undergone some updating in 2024 as the courses are evaluated and developed in line with NPC, this blended learning approach is the current foundation level training operating model in 2026 part one lasting around 120 minutes, Part two is 180 minutes aims and objectives for each lesson in sec 3.

Adverse childhood experiences are in Trauma informed policing week 15 and also Child abuse in module 5 community and vulnerability week 13. Mental health crisis is covered week 14 and all aims and objectives are in sec 3.

The eLearn element is for Pt one is a COP eLearn product on unconscious bias 60 minutes. Further eLearn packages in week one includes the Equality Act 2010 30 minutes, National Decision Making Model (NDM) 15 minutes, Code of Ethics 150 minutes and Upstander 30 minutes. The Professional Standards Dept (PSD) also give an input on what is expected of operational and off duty police officers.

3. Initial Police Officer Training

a) Is trauma-informed practice included within initial police officer training for new recruits?

b) If so, please provide a brief description of how this is delivered (e.g. lectures, scenario-based training, online learning).

This is covered in the section above on Trauma Informed Training

4. Specialist Training

Does your force provide any specialist trauma-informed training for particular roles (for example safeguarding officers, domestic abuse investigators, or neighbourhood policing teams)?

If yes, please provide brief details.

Please see the following link to a previous FOI disclosure on this subject: [Adverse Childhood Experiences training \(FOI ref: 2303A/25\) | West Midlands Police](#)

5. Training hours

a) Approximately how many hours of training related to trauma, ACE's, neurodiversity, vulnerability are provided during initial police training within your force?

b) Approximately how many hours of training related to empathy, communication and engagement with vulnerable individuals are provided during initial police training within your force?

c) if available, please provide a breakdown of training hours, dedicated to the following areas within initial police training and throughout policing career:

- **Vulnerability/safeguarding**
- **Mental health and neurodiversity awareness**
- **Trauma informed practice**
- **Communication and empathy**

From the Learning and Development Foundation Level Training the timings are referenced in sec 3

6. Training Materials or Guidance

If available, please provide any publicly shareable guidance documents, policy documents, or training outlines relating to trauma-informed policing or empathy-based approaches.

This request is for academic research purposes only. I understand that some training materials may be exempt from disclosure; however, any summary information that can be provided would be greatly appreciated.

Please find below a summary of the aims and objectives for the lessons.

Trauma-Informed Training – 3 hours

The aim of the session is to: To improve awareness of Trauma Informed Policing

Objective 1 – Understand what trauma informed policing looks, sounds and feels like during the policing process.

Objective 2 – Understand how to recognise the signs of trauma in behaviour.

Objective 3 – Understand the potential impact of ACE's (Adverse Childhood Experiences) and trauma across the life course

Objective 4 – Explore the potential impact of working with trauma and how staff can benefit personally from a trauma informed approach

Training on Empathy or Communication with Vulnerable Individuals

Policing with Fairness, Equality and Effective Communication (PFEEC) - Part 1 120 minutes

Objective 1 – Identify and explain the terms Corporate Branding and 'Fairness in Policing' (FIP)

Objective 2 – Explore the skills required to embed FIP and the benefits of FIP and links to WMP Brand

Objective 3 – Identify the terms procedural and organisational justice and the challenges of FIP

Policing with Fairness, Equality and Effective Communication (PFEEC) - Part 2 180 minutes

Objective 1 – Recognise how a person's values and beliefs can affect their attitudes and responses to situations

Objective 2 – Explain the terms Diversity and Inclusion.

Objective 3 – Explain how to tackle conflict/discrimination at work

Mental Health 150 minutes

Apply practical policing knowledge and skills when attending an incident of mental ill health as a first responder.

Recognise signs of mental ill health and how to support an individual.

Identify how to manage information obtained in an incident.

Understand legislative procedures when dealing with an individual who has mental ill health

Child Abuse and Child Sexual Exploitation 195 minutes

Objective 1 - Understand the key legislation, guidance, terms and offences associated with Child Abuse and CSE

Objective 2 – Understand how Child abuse differs from other types of abuse

Objective 3 – Understand the signs, symptoms and common myths surrounding Child Abuse and Child Sexual Exploitation and the signs and behaviours that may be displayed by victims and offenders in grooming incidents

There are further College of Policing eLearn products that are also linked in the course at various stages to enhance the classroom-based lessons

Right care right person 30 minutes (week 5)

Victim blaming Language 30 minutes (week 13)

Right care right person Mental Health 10 minutes (week 14)