



SERVICE CONFIDENCE POLICY

Executive Summary

West Midlands Police (WMP) have a duty of care to all personnel and a responsibility to the public to ensure trust and confidence in the integrity of the service.

The aim of this policy is to support West Midlands Police's overall approach to public trust and confidence in; the integrity of its assets, information and staff, including the confidence in service delivery via appropriate deployment, and the ability to uphold the standards expected of them. WMP are dedicated to providing a method of; identifying, reviewing, preventing and mitigating service confidence concerns, in order to safeguard the public, colleagues, the legitimacy of the service and our policing capability.

Authorised Professional Practice (APP)

This policy has been checked against APP and whilst the existence of force service confidence procedures is referenced in the [Vetting APP](#), there is no specific direction or authorised professional practice in relation to the subject matter of this policy.

Scope

The Chief Constable has overall direction and control of WMP and is ultimately accountable for all policies and supporting documents of the organisation and its actions. Adherence to this force policy will be expected from all employees and representatives of WMP.

Objectives

The objectives of the policy are to;

- Ensure all employees are made aware of the service confidence process and the availability of Risk Mitigation Measures in furtherance of the above aim.
- Reassure staff that appropriate safeguards and governance are in place to consider the justification and rights of the individual when applying Risk Mitigation Measures.

Definitions/Acronyms

AA	Appropriate Authority
PSD	Professional Standards Department
WMP	West Midlands Police

Policy Information

1. OVERVIEW

- 1.1 All WMP Professional Standards Department (PSD) staff involved in the application of service confidence measures will be expected to understand the policy and adhere to the processes outlined within the Service Confidence Procedural Guidance.



- 1.2 WMP PSD continually review and assess all identified service confidence concerns as part of a monthly service confidence meeting chaired by the Deputy Head of PSD.
- 1.3 A Service Confidence concern may arise from a number of sources including, but not limited to;
 - Duty to reveal matters such as adverse information, adverse judicial findings, criminal or disciplinary outcomes (see the [Duty to Reveal Policy](#))
 - Notifiable associations (see the [Notifiable Association Policy](#))
 - PSD or wider policing Investigations
 - The Counter Corruption Unit
 - Vetting
 - Intelligence
- 1.4 Most service confidence concerns will be suitable to be managed without risk mitigation measures, however, in some circumstances service confidence concerns may require a positive duty to act, in order to safeguard the individual, the organisation, and the public.
- 1.5 Such action will be documented in the form of Risk Mitigation Measures.
- 1.6 Risk Management measures applied during a vetting clearance (for all cases of new applications for vetting) are not subject to the right to appeal under this policy as these have been a condition of granting vetting clearance.
- 1.7 The purposes of Risk Mitigation Measures are to:
 - Protect the public and maintain public confidence in, and the reputation of WMP
 - Protect the individual concerned.
 - Mitigate the risks arising from service confidence concerns.
- 1.8 To ensure fairness:
 - Risk Mitigation Measures will only be imposed when they are considered necessary to meet the objectives set out above.
 - Risk Mitigation Measures will only be imposed to the minimum extent required to meet those objectives.
 - Risk Mitigation Measures will be reviewed periodically, or upon receipt of a significant or new information/intelligence.
- 1.9 Risk Mitigation Measures placed on individuals constitute a lawful order (police officer) and reasonable instruction requiring you to abide by force policy (police staff).
- 1.10 Any individual who fails to comply with the agreed measures may breach the Standards of Professional Behaviour as detailed in the:
 - [Code of Ethics](#)
 - [The Police \(Conduct\) Regulations](#)
 - [Police Staff Council Handbook](#)
- 1.11 Such breaches, will be assessed by an Appropriate Authority (AA) to determine whether;
 - disciplinary, or
 - performance (capability) proceedings should commence, or
 - a review of vetting should be undertaken.



- 1.12 This policy and the available measures, are not designed to replace or supersede existing restrictions applied to police officers and members of police staff on medical grounds through Occupational Health or the Chief Medical Officer, or through misconduct investigations and subsequent proceedings.
- 1.13 This policy acknowledges the overriding responsibility our officers and staff hold to protect the public, should an individual be confronted with a situation, which requires them to act outside of their Risk Mitigation Measures, they must report this as soon as practicable in writing to their supervisors and standards manager who will report to PSD.

2. LEGAL BASIS

- 2.1 For the purposes of this policy, Risk Mitigation Measures are defined as the modification to police officers' or police staff members' duties, deployments and functions, pursuant to section 4(3) of the Police Reform and Social Responsibility Act 2011 and the Policing Protocol 2011 under section 79 of that Act. Regulation 6 of the Police Regulations 2003 and Regulation 22 of the Police Regulations 2003, as amended by Home Office Circular 010/2015.

Relevant Legislation / Policies / Procedural Guidance

- [WMP Notifiable Association Policy](#)
- [WMP Duty to Reveal Policy](#)
- [Code of Ethics](#)
- [The Police \(Conduct\) Regulations](#)
- [Police Staff Council Handbook](#)

Equality Impact Assessment

WMP places trust in their employees to comply with force policies and to work in accordance with and in support of:

- [WMP Vision and Values](#)
- [Code of Ethics | College of Policing](#)
- [Voice of the Child](#)

	What impact has this policy had on the nine protected characteristics in relation to the three general duties? (If applicable)	How will this updated policy positively impact each of the nine protected characteristics in relation to the three general duties? If not, explain why it will not.
Age (including children and young persons)	No impact	There are no identified issues within this area.
Disability	No impact	There are no identified issues within this area.
Gender Reassignment	No impact	There are no identified issues within this area.



Pregnancy & Maternity	No impact	There are no identified issues within this area.
Marriage & Civil Partnership	No impact	There are no identified issues within this area.
Race	PSD reporting on disproportionality indicates a disproportionate level of reporting based on race and gender. Whilst this presents a potential impact I am satisfied that any such impact can be justified. The overall public and organisational confidence in our ability to deliver a service and protect the public and our assets outweighs these concerns.	The PSD disproportionality concerns (in negative) may also have a positive impact on those affected. This will allow for some staff to pass/retain vetting with risk mitigation measures, as opposed to failing or removing vetting. PSD regularly report disproportionality details to stakeholders and an independent advisory group. As such there will be transparency. The application of measures requires AA approval which provides management scrutiny. The appeal process presents the opportunity for independent involvement in the application, ensuring fairness.
Religion or Belief	No Impact	There is insufficient data to link to religion/belief
Sex	No Impact	There is no elevated impact on any WMP department or area. There are no identified issues within this area.
Sexual Orientation	No Impact	There is no elevated impact on any WMP department or area. There are no identified issues within this area.

Publication Instructions

Suitable for publication to public.

Document Control

Strategic Lead: [role and name]	██████████ – Superintendent - PSD
Policy Author(s): [role and name]	██████████ - Inspector PSD / ██████████ – Inspector PSD
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FET Lead: [role and name]	DCC Green
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Review Date:	08/07/2027
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Any enquiries in relation to this policy should be made directly with the Strategic Lead.

All policies are subject to a formal consultation process which encompasses Legal, Professional Standards, Faith Groups, Trade Unions, Independent Advisory Groups and wider force groups and any other relevant parties. A record of consultation can be found on the Policy Portal.

It is responsibility of the Strategic Lead to ensure that all links within the policy are correct and accessible.

Amendment History:

Version Number:	Effective Date:	Summary of Amendments:	Author:
1.1	26/06/25	Added in information regarding appeals process. Point 1.6	