

PD 440 - SERVICE CONFIDENCE PROCEDURE

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Post:	Head of Professional Stand	ards	

SECTION 1 TITLE

SERVICE CONFIDENCE PROCEDURES

SECTION 2 VERSION CONTROL

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Service Confidence Procedure

Foreword

These procedures are designed to address the issue of loss of confidence by Nottinghamshire Police in a particular individual to perform their current role or specific duties. These procedures are not intended to be prescriptive but to provide general and nationally consistent guidelines to deal with the issues.

The perceived need for structured guidance to deal with loss of confidence has arisen following cases where the service has received information about the conduct or activities of members of staff, which calls into question that individual's integrity. The information may be such that although there is no doubt about its provenance, it could not be used as evidence in either a disciplinary or a criminal hearing. Such information may include that which is subject of Public Interest Immunity and that which is 'source sensitive', where disclosure of the information as evidence would necessitate revealing the 'source' of the information or revealing covert policing tactics. This may cause unacceptable risk to individuals or to policing operations. However, Nottinghamshire Police retains it's duty of care to the public and it's employees and it's responsibility to the criminal justice system. Therefore it would be wrong to ignore any concerns raised by the receipt of 'source sensitive' information simply because it is unable to use that information as evidence.

These procedures should not be invoked on the basis of mere rumour or innuendo and are intended for use where serious concerns are raised.

Consultation at a National level has taken place with the below listed and their comments have been incorporated within this document:

Association of Chief Police Officers of England and Wales and Northern Ireland – Policing and Human Rights Programme

ACCAG

Crown Prosecution Service Casework Directorate

Derbyshire Constabulary

Dorset Police

Greater Manchester Police

Kent Constabulary

Lancashire Constabulary Human Resources

Lancashire Constabulary Legal Department

Lancashire Constabulary Police Federation

Merseyside Police

National Crime Squad

Police Federation of England and Wales

Foreword Continued

Police Ombudsman for Northern Ireland Police Support Staff Council Russell Jones and Walker South Wales Police Superintendents' Association Unison West Mercia Police Nottinghamshire Police

The Service Confidence Procedure supports the principles of the Governments Overarching Aims and Objectives, Ministerial Priorities and the principles of our commitment to realising our vision of a 'Safer Nottinghamshire For All', in particular our commitment to 'conducting all of our business to the highest ethical standard'.

Steve Green Chief Constable

June 2003

Service Confidence Procedure

Introduction

- Any enquires in relation to this procedure should be directed to the Head of the Professional Standards Unit.
- All forms of police corruption are damaging. Law enforcement investigations and criminal prosecutions may be compromised, not only wasting valuable resources but also eroding public confidence in the Police Service and other law enforcement agencies and in the wider criminal justice system. Corruption, or more often the fear of corruption, also undermines the trust between law enforcement agencies, making it more difficult to develop the sort of collaborative working practices that are increasingly important in tackling all levels and types of crime.
- There will be occasions when verifiable source sensitive information comes to the notice of investigators that questions the suitability of members of staff to continue in their current postings. Such material will ideally be subject of conventional criminal and misconduct investigations. However, there will be instances when the information cannot be used as evidence despite there being no doubt about its provenance. This may cause unacceptable risks to individuals and policing operations that requires management action to ensure the force retains its duty of care to the public and its employees and its responsibility to the criminal justice system. In such cases individuals will be considered for transfer to a less vulnerable post if they lose the confidence of the organisation to continue in their current role.
- 1.4 Prosecution or misconduct procedure will always remain the preferred course of action and these procedures will only be invoked if, having regard to all the circumstances, neither of these is appropriate or achievable. It must be emphasised that these procedures will only be invoked when criminal prosecution or misconduct procedures do not take place.
- 1.5 This procedure applies to all police staff, support staff, special constables and volunteer staff.
- 1.6 The aims of this policy are:
 - i. To protect the Nottinghamshire Police from organised groups or individuals who would benefit in any way from corrupting our staff.
 - ii. To protect our staff from being subjected to unnecessary or unwanted pressures to compromise their professionalism.
- iii. To protect the public, who would suffer directly or indirectly as a result of the reduced efficiency of the Nottinghamshire Police or the increase of non-legitimate activity of groups or individuals.
- iv. To establish an ethical framework for dealing with situations where action is necessary without overt criminal or misconduct outcomes and where the motivation is source sensitive material raising serious concerns about the appropriateness of an individual to occupy a particular post.
- v. To establish the application of fairness, objectivity and proportionality in the application of this procedure.

Concerns about achieving a balance between the needs of the organisation and the rights of the individual have been addressed by:

Adopting an open and transparent system within legal constraints.

- Allowing individuals to be represented and the adoption of an appeals process.
- Adopting a clear position that the use of the procedure is about the protection of staff and the organisation by management action and not misconduct procedures or sanction.
- 1.7 This policy complements the following existing policies and procedures:
- The Statement of Common Purpose and Values of Policing
- The principles of ECHR namely; legality, legitimacy, proportionality, necessity and accountability
- Police Act 1964
- Professional Standards procedures (Police (Conduct) Regulations 1999)
- Civil Staff Inefficiency and Misconduct Procedures.
- Unsatisfactory performance procedures (Police (Efficiency) Regulations 1999)
- ACPO Corruption Prevention Strategy
- 1.8 Definitions
 - (i) <u>Confidential or source sensitive information</u>: Information or intelligence obtained legitimately but which legislation prohibits use other than for intelligence purposes, or where disclosure would compromise and put at risk investigations, investigative tools or individuals.
 - (ii) <u>Serious concerns</u>: Providing a precise definition is not possible, as each set of circumstances must be judged on merit. As a guide to those seeking to implement this procedure consideration will include:
 - The credibility of the individual(s) as witnesses of truth in police prosecutions and requirements for disclosure.
 - The nature of the current post and the potential risk to the public, colleagues or operations if the subject continues in the post.
 - The risk caused by improper association with criminals and potential corruption.
- Suspected unethical or dishonest conduct or corruption.
- An assessment of the risk or reoccurrence and
- Whether the alleged action of the individual(s) was undertaken knowingly or recklessly

The Procedures

Initiation of proceedings:

(i) Whenever confidential or source sensitive material becomes available which raises serious concerns about the conduct of a member of Police staff, the recipient has a duty to divulge the details either directly to the head of the Professional Standards Unit or via the confidential telephone line.

- (ii) The information will be evaluated and all avenues, such as investigation, ethical interviews and other options considered. If they have been exhausted or rejected and the matter has not been resolved a Case Conference must be called.
- (iii) A Service Confidence Case Conference will include:
 - Head of Professional Standards Unit
 - BCU/Departmental Head
 - Head of Headquarters Personnel Department
 - Force solicitor

The Conference will be closed and confidential. Everyone invited will be expected to sign a confidentiality agreement¹. The Conference will decide:

- (a) Whether to proceed with this process.
- (b) What can be discussed beyond the closed meeting.
- (c) The detail of what protection measures should be recommended to the Deputy Chief Constable (DCC)
- (d) Whether the individual has national security clearance and whether the appropriate authority should be informed.
- (e) Confidential minutes will be kept and decision-making processes will be properly documented².
- (f) The meeting will be tape recorded and records maintained within the Professional Standards Unit
- (g) The recommendations of the Case Conference will be referred to the DCC by the Head of the Professional Standards Unit for decision.

Meeting with individuals

After a decision has been made by the Case Conference to recommend to the DCC to either remove an individual from a particular posting or some other response the BCU/Departmental Head, accompanied by the Head of Personnel, will hold a meeting with the individual concerned. The subject will have the option to have a friend or staff association or trade union representative present. Confidential minutes will be kept during the meeting, which will address:

- The purpose of the meeting and the proposed course of action.
- The reason for the decision to recommend to DCC that the individual should be subject
 of Service Confidence Procedure. The extent of disclosure will have been decided at
 the Service Confidence Case conference.
- The procedure being followed.
- The subject will be given all possible information but there will be limits on disclosure.
 Nothing will be disclosed which would frustrate any investigation or the prevention or detection of crime. In relation to material that might damage national security, breach any statute, compromise or endanger any operation or individual, the method of acquisition or source will not be disclosed.
- Details of all outstanding prosecutions the officer is involved in will be obtained and a nominated officer will conduct a review as to disclosure in those cases.
- The right to respond, to the recommendation of the Case Conference, in writing or in person with a friend or Staff Association Representative present to the DCC within a fourteen (14) day deadline.

¹ Appendix A: "Service Confidence: Report recommending an individual for the procedure"

² Appendix A: "Service Confidence: Report recommending an individual for the procedure"

 Where the individual does not wish to respond to the decision of the Case Conference to make recommendations to the DCC, a development plan will be produced and agreed by the involved parties that will work towards restoring confidence in the individual.

Decision-making

On receipt of a recommendation from a Case Conference that Service Confidence Procedures should be initiated in respect of any individual the DCC will consider:

- Whether there is sufficient evidence to support the recommendations of the Case Conference.
- The response provided by the individual to the allegations.
- Whether the actions recommended are necessary, proportionate and nondiscriminatory
- Any alternative responses within the Service Confidence Procedures.
- The decision making process must be formally documented.

The Head of Personnel will inform the member of staff in person of the DCC's decision and of the opportunity to appeal against the decision. In the absence of the Head of Personnel another member of the Case Conference will perform the duty.

Appeals

Applications for appeals against any finding must be submitted in writing within twenty-one (21) days of any confirmed decision. The decision will be implemented but may be subject to change on appeal. The notice should indicate the reasons and grounds for the appeal. The Chief Constable will review any decision, taking this material into account. The member of staff subject to the process may appeal in person to the Chief Constable if they so wish. This appeal will be recorded. All meetings and decisions will be recorded. The Professional Standards Unit will retain the report and any supporting documentation.

- The appeal process will be distinct from and unrelated to the Fairness At Work Policy and will:
- (i) Test the integrity of the process
- (ii) Test the strength and quality of the information or intelligence
- (iii) Ensure that the risks identified by the Case Conference are justified and reasonable.
- (iv) Ensure that the decision is proportionate and necessary.
- (v) May consider other options where appropriate.
 - All reasonable steps should be taken to resolve appeals as soon as practicable.
 - The Chief Constable shall consider whether the decision to subject an individual to service confidence procedures was necessary, proportionate, non-discriminatory and not an abuse of process.

Responsibility

The Head of the Professional Standards Unit is responsible for initiation of procedures in respect of Service Confidence Procedures. If the decision involves a transfer to another post, then the receiving BCU Commander will receive an appropriate briefing.

In formulating action plans in respect of Support Staff consideration must be given to the terms and conditions under which the person is employed. These are set out in the individual contract of employment, job description and incorporate collectively agreed terms, custom and practice. Care needs to be taken in recommending a particular place/type of work to ensure that it is permissible under the terms of the contract and is appropriate in all the circumstances or can be specifically agreed with the individual. Any proposal to redeploy the person should follow the principles of the Code on redeployment as far as practicable unless again otherwise agreed.

Monitoring

There is a need for long term corporate knowledge that an individual has been subject of Service Confidence Procedure and a system to cater for it will be established within the Professional Standards Unit.

The BCU Commander will be responsible for any training or development issues resulting from the decision to subject an individual to Service Confidence Procedure and create an action plan. If there are any prohibitions on an individual's operating capacity then the BCU Commander will ensure that the necessary procedures are created in the workplace to ensure that should the Commander be replaced the procedure has resilience and the subject is not left unmonitored

There is a requirement for ongoing monitoring of the individual subject to Service Confidence Procedures. As part of the development plan process a supervisor will be nominated to agree with that individual the time-scales for monitoring and review. The first review should take place within six (6) months of the date the individual became subject to Service Confidence Procedures. During a review a staff association member or trade union representative may accompany the individual.

The conduct of the review should be formally documented and any other further development needs identified and incorporated into a development plan agreed by both parties. If the "nominated supervisor³" considers that the individual has achieved the targets laid out in the development plan in a manner that suggests that they should no longer be subject to Service Confidence Procedures this should be noted. That supervisor should inform the head of Professional Standards Unit and the Head of Personnel in writing.

The Service Confidence Procedure is separate from the PDR process and no reference to action plans or Service Confidence will be made on any PDR documentation.

Removal from Service Confidence Procedures

Following receipt of notification from a "nominated supervisor" that in their opinion an individual should no longer be subject of Service Confidence Procedures the Head of the Professional Standards Unit and the Head of Personnel should hold a Case Conference as soon as practicable.

The Case Conference may invite any other person who may be able to provide a valuable input. The Case Conference should review the necessity for the individual to remain subject of Service Confidence and consider:

-

³ The "nominated supervisor" will be identified and agreed upon during the original case conference.

- Whether the risk of a reoccurrence of the circumstances leading to the initiation of Service Confidence Procedures have reduced sufficiently.
- The basis of the original decision of the previous post and potential risk to colleagues, the public, or operations if the procedures are terminated.
- Any alternative options.

This decision making process should be fully documented and the DCC notified of any decisions. The BCU commander and the local personnel officer will communicate the DCC's decision in person to the individual. A staff association or trade union representative may be present at the meeting.

The removal of an individual from Service Confidence Procedures should be subject to management review. A documented review of the individual's role, responsibilities and location should be conducted. The managers involved in the review will be determined on a case-by-case basis but will include representatives from the Personnel Department, current BCU and likely BCU of transfer. The review should assess and determine a programme for removal from Service Confidence Procedures based on:

- Learning needs that have arisen as a consequence of the individual's absence from their usual duties
- Learning needs identified as a consequence of the enquiry.
- Organisational needs
- Reducing the risk to staff of victimisation by any person or organisation
- Any Human Rights issues
- Any other factors relevant to the circumstances

The individual may remain in the role to which they were posted as part of the Service Confidence Procedures if this is appropriate, or a programme of induction should be agreed. Subject to management review consideration may be given to returning the individual to the same or a similar role and location to the position held before the initiation of Service Confidence Procedures.

Consultation will take place with the individual subject of reinstatement (and the staff association representative if required). Any disagreements will be referred to the DCC for decision.

Implications of the procedure

Financial implications/best value

Minor impact on resources and costs will be met from existing budget. Human Resources/Training

There is a need to ensure that the vetting procedure is incorporated into the system of applications for posts both internally and externally and for promotion to ensure that individuals who are subject of these procedures are not given inappropriate roles.

Corporate/Business Plan

To secure and maintain confidence in the Police Service.

To continuously improve the quality of service delivered to the public.

Diversity

Currently, the procedures do not have the potential to have a disproportional impact upon any particular grouping within the police service or society. However the procedure will be monitored to ensure that there is no future disproportionate impact as a consequence of their application.

Consultation

The following parties will be consulted in relation to the development of this procedure:

- Police Federation
- Superintendent's Association
- UNISON
- BCU Commanders/Department Heads
- Legal Services
- Professional Standards Unit
- Personnel Department

Human rights considerations

Auditing for potential interference and discrimination

These procedures may engage the following Articles of the Human Rights Act 1998:

Article 14: prohibition of discrimination.

In the application of this policy the Nottinghamshire Police and Nottinghamshire Police Authority will not discriminate against any persons on the basis of sex, race, colour, language, religion, political or other opinion, national minority, property, birth or other status⁴.

Key Human Rights principles

The legal basis of the procedures are:

- Section 10(1) of Part 1 of the Police Act 1996
- Part 3 and Regulation 9 of The Police Regulations 1995
- Part 3 and Regulation 21 of The Police Regulations 1995
- Regulation of Investigatory Powers Act 2000
- The European Convention on Human Rights (ECHR) given legal effect by virtue of The Human Rights Act 1998.

The potential implications for interfering with an individual's rights have been identified and considered as necessary for the prevention of crime and disorder, public safety, the economic well being of the country and the protection of the rights and freedoms of others.

The decision making process

Supervisors and practitioners should follow a clearly defined decision making process in considering all information when deciding on the courses of action as set out in the procedures.

In the event of a member of staff becoming subject to Service Confidence Procedures the managers involved will formally document the decision making process and particularly record any relevant factor impacting on those decisions.

In undertaking the decision making process managers must record:

- The legal basis of their action.
- The aims of their actions (legitimate aims can only be established by virtue of the exemptions and derogations given in the Act).
- Whether their actions are justified and proportionate in seeking to achieve their aims.
- Whether the intended action is the least intrusive and damaging option to achieving the aim.
- At the conclusion the outcomes of the action taken.

Rights and appeals

The procedures contain a clearly defined statement of rights when a power, authority or direction is exercised and includes the right to make representations. The procedure also contains a clearly defined appeal procedure.

The obligations of the Nottinghamshire Police and The Nottinghamshire Police Authority under employment legislation and the Human Rights Act have been considered in drawing up these proposals.

The procedures are the least intrusive and damaging method necessary to achieve the desired aims and the process requires the documentation of relevant decision making processes and outcomes of action.

Guidance, procedures and tactics

Risk assessments and health and safety considerations

The Case Conference will be responsible for appointing a liaison officer to maintain regular contact with the individual subject of Service Confidence Procedures at not less than four weekly intervals. Such contact can be in person or by telephone as agreed with the member of staff. All contacts should be documented as should any issues raised and steps taken to resolve them.

Specific instructions, tactics, methods, practices and procedures

As per procedures Individual roles and responsibilities

As per procedures.

The Nottinghamshire Police undertakes to work closely with the following to develop related protocols, practices or service agreements:

Crown Prosecution Service
The Superintendents Association
The Police Federation

UNISON
Black Police Association
Womens Integrated Network
Lesbian, Gay, Bisexual and Transgender Network
Administration

Case Conference Recommendations form [Appendix A] Flow chart [Appendix B] Leaflet [Appendix C]

Promotion and distribution

Copy of ratified Service Confidence Procedure document to BCU commanders and Department Heads.

Copy of ratified Service Confidence Procedure document to heads of relevant staff associations and trade unions.

Publication of Weekly Order summarising the introduction of the procedure. This procedure will be included within the Nottinghamshire Police's Induction Pack. Leaflets outlining the policy will be published and distributed to all employees.

6.6 Publication of 'Blue Light' article

Monitoring and Review

There is a need for ongoing review of the impact of these procedures. The procedures will be formally reviewed twelve (12) months after ratification to consider:

- The effectiveness in achieving the procedure's stated aim
- Any changes to legislation
- Challenges to the procedure
- Identified weaknesses in relation to implementation
- Identified trends
- Consultation with Support Associations

Appendix A



Service Confidence Procedures

Report Recommending an Individual for the Procedure

Section 1 Agreement for Persons Attending Service Confidence Procedure Case Conference

Name	Ωf	Staff	Mor	nhar.
name	OI.	Stail	we	nber:

This agreement <u>must</u> be <u>signed</u> and <u>witnessed</u> prior to any information concerning the Service Confidence Procedure being divulged.

1. I am aware of my obligations under the Official Secrets Act and my

duty of confidentiality.

- 2. I have been told, and I agree, that under no circumstances will I discuss any aspect of this Service Confidence Case Conference with any person not directly involved in or appointed to the Case Conference
- 3. I have been instructed, and I agree, that I will not provide any information whatsoever to any person not involved in or appointed to this Service Confidence Case Conference, who makes any enquiry

Primed Name as	e Conter <u>ence</u> , or who	asks or affempts to d	iscuss i <u>bate</u>
	report any such enq	uiry to the Head of the	ne Professional
Standards Un	it.		

<u>Section 2</u> Guidance for Completion

- Section 1 must be signed by all persons attending the Case Conference.
- The originating officer may complete Sections 3 to 7 prior to the Case Conference.
- Sections 8 to 11 must be completed and agreed upon during the Case Conference.
- Section 12 must be completed by the originating officer.
- Section 13 must be completed by the Deputy Chief Constable
- Section 14 will be competed by the Head of Professional Standards Unit
- Section 15 will be completed by the Chief Constable
- Section 16 will be completed by the originating officer.

Section 3 Subject Details

Surname:	Forenames:			
Gender:				
Ethnicity:	BCU:			
Rank & Personnel Number:	Unit/Team:			
Post Held:	Date Joined BCU:			
Line Managers:	BCU Commander/ Department Head:			
Personal Details				
Home Address:				
Qualifications and skills:				
Serving relatives and associates:				
Linked operations or registered files:				
Section 4				

Section 4 Career History

<u>Rank</u>	<u>Dates</u> <u>From / To</u>	<u>BCU</u>	<u>Post / Role /</u> <u>Responsibilities</u>	<u>Comments</u>

<u>Section 5</u> <u>Discipline and Misconduct Record</u>

<u>Rank</u>	<u>Date</u>	<u>Nature</u> of Allegation	<u>Finding</u>	<u>Circumstances</u>

<u>Section 6</u> <u>Intelligence Picture (Non-Sensitive</u>)

	sues to be addressed
•	
•	Comments on extent and number of sources
	Comments on their ability to further develop
•	Has the intelligence been tested? If so, how?

<u>Section 7</u> <u>Intelligence Picture (Sensitive</u>)

	sues to be addressed
•	
•	Comments on extent and number of sources
	Comments on their ability to further develop
•	Has the intelligence been tested? If so, how?

Section 8 Risks Identified

Issues to be addressed

- Organisational and public interest issue
- Physical risks
- Psychological pressures apparent
- Legal issues involved
- Economic considerations
- Moral/ethical issues raised
- Taint and disclosure issues
- Collateral damage previous trials, current and future trials & reputation of the Nottinghamshire Police
- Possible managerial or policy precedents
- Media implications

- Consideration of Articles 6 & 8 of ECHR
- Subsidiary Consideration of the needs of the organisation, balanced with the need to cause the minimum interference with the privacy and the rights of the individual
- Compulsion issues Service Confidence Procedure as a last resort
- Accountability the proposals are in accordance with a proper system of accountability
- Legality the method(s) for intelligence gathering and actions must be lawful
- Proportionality the recommendation must be commensurate with the seriousness of the allegation

Section 9 Conclusions

Possible options or alternatives should be set out:			

Section 10 Recommendations		
 Issues to be addressed Specific control measures overview Potential for rehabilitation Identification of a liason officer 	 Comments on value of an independent Who should attend the inclusion meeting Frequency of reviews 	

This document must be signed following agreement to the recommendations made by the case conference.

Printed Name	<u>Role</u>	<u>Signature</u>	<u>Date</u>

Section 11 Post Meeting Confidentiality Agreement

Na	me of Staff Mem	ber:		
1.	I am aware of	f the confidentiality of	the Service Confidence	Procedure and
			ts effectiveness. I am a	
	any breach of thi	s confidentiality could o	directly affect the proces	SS.
2.	L agree that	I will not discuss o	r otherwise divulge a	ny information
۷.			idence Case Conference	
			d written permission of	
	Professional Star	ndards Unit.	•	
_				
3.			r enquiries on behalf (person or organisation	
			d in the Case Conference	
		•	on or organisation to t	•
	Professional Star	ndards Unit.	•	
				1 24
4. ₁	Printed Namedin	will not discuss this S	ervice Confidence Proc Case Eignatu se, and	edure with any
			of any such attempts t	
	a communication			
5.			in my possession unr	
			recorded, which relates	
			t, under any circumstan	
			case conference, or rev	real the identity
	of persons subje	ct of the Service Confid	ence Procedure.	
			1	

<u>Section 12</u> Officer Preparing Report

	Rank:
Date	:

Comments and Observations:
Who is the officer(s) who has the best overall grasp of the issues outlined in this report?

Section 13 Comments and Observations of Deputy Chief Constable

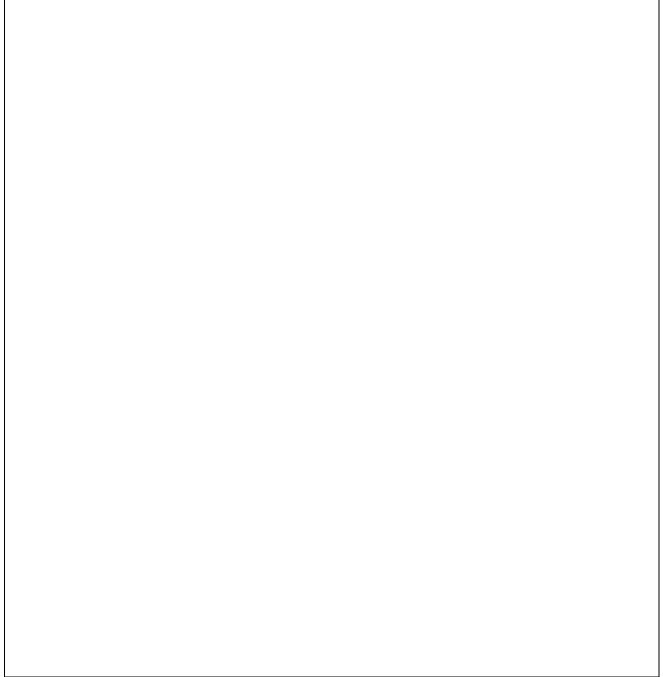
Individual's name:		
Personnel number and Rank:		
BCU/Department:		
Deputy Chief Constable:		
conference?The response provided by the inc	ed are necessary, proportionate and non-	

Signed: Deputy Chief Constable	Date:
<u>Section 14</u> <u>Appeals Process</u>	
Individual's name:	
Notice of request for appeal received on:	
Whether the officer seeking the appeal wants a person	nal hearing: YES/NO
Whether a Friend/Support Staff or Staff Association R will accompany the officer:	epresentative YES/NO
Name of friend/Representative:	
Particulars of those aspects on which the appeal is so	ught:

Section 15 Chief Constable's Response to Appeal

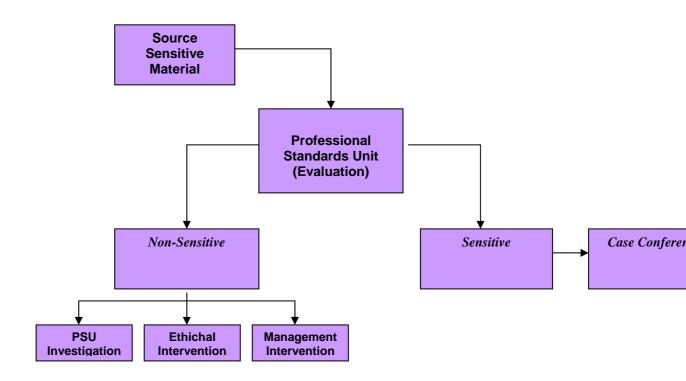
Individual's name:	
Personnel number and Rank:	
BCU/Department:	
Review on papers:	YES/NO
Review by meeting:	YES/NO
conference?The response provided by the inc	ed are necessary, proportionate and non-

Signed: Chief Constable	Date:
Section 16 Documented Consu	Itation with CPS
CPS named contact:	
Date contact made:	
Summary of consultation:	



Appendix B

SERVICE CONFIDENCE PROCEDURES



SERVICE CONFIDENCE PROCEDURES

