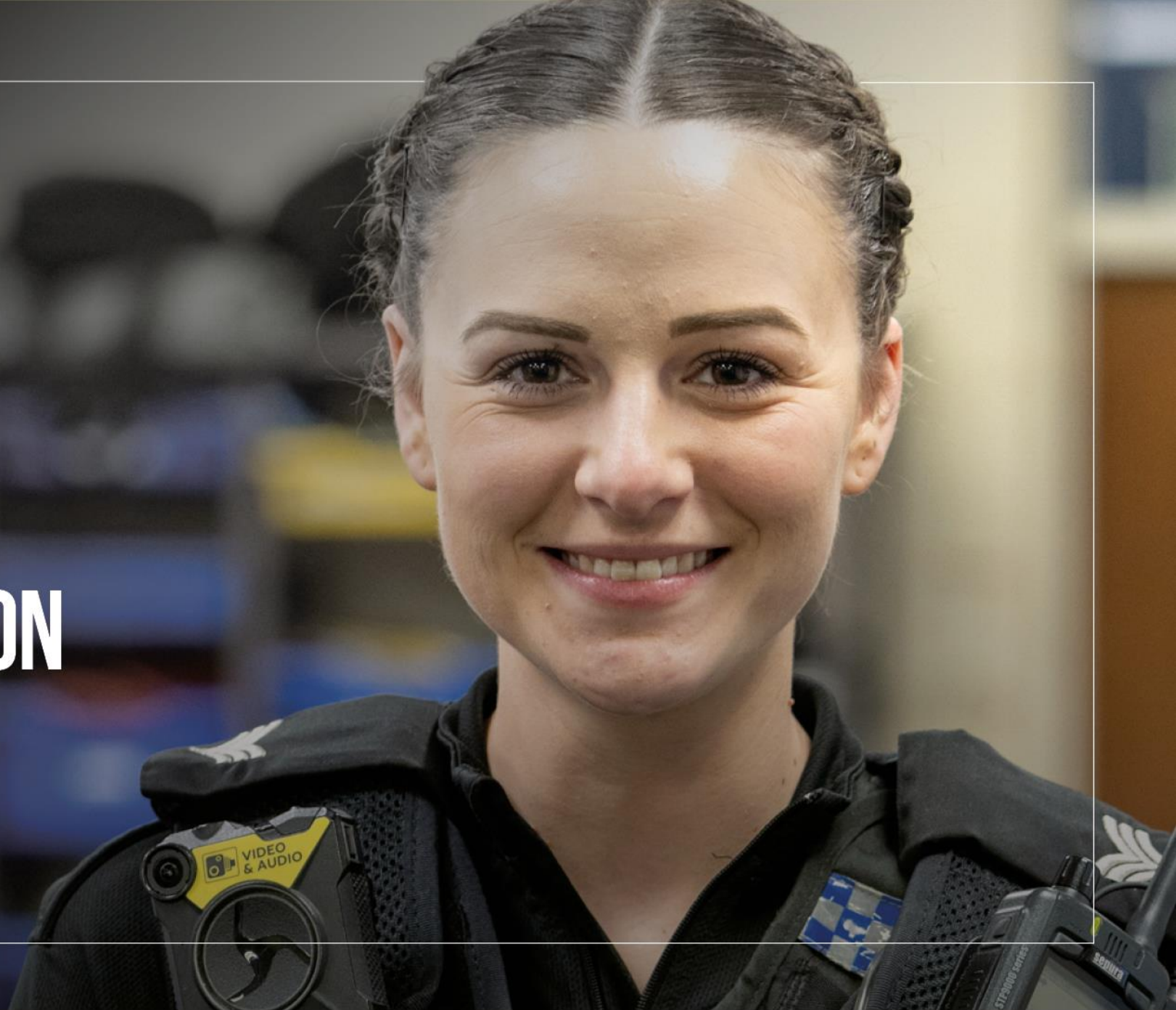




SERGEANT CANDIDATE INFORMATION PACK

Kate - Sergeant



Welcome

Thank you for your interest in applying for the role of Sergeant at West Mercia Police.

Our vision is to be a people led, tech enabled, crime fighting service.

We want your ambition and passion to help us progress in all these areas. If you're looking for a great place to work, to be empowered to make a difference to your teams, and to achieve real fulfilment in your career, then West Mercia is for you. West Mercia offers the complexities and interest of both urban and rural policing; it can be both beautiful and challenging.

In this role you will be able to make tangible positive changes for our people and for those we serve. We're already delivering our vision and in the last year we've seen crime reduce, detections increase and ultimately fewer victims across Herefordshire, Shropshire and Worcestershire. We are investing in technology: PowerApps, RPA, the suite of 365 products and have a data driven policing programme.

If you've got the potential to be an inspirational leader and are driven, compassionate and authentic then you could help us get even better results. You will be people focused, positive, operationally strong and a good team player. Recognising the influence of the Sergeant rank, we want you to help drive high standards not only within your team but also in the quality of the investigations you will oversee. We want you to be passionate about policing and serving the public.

Thanks for considering West Mercia Police. We want you to bring your ideas with you and you will be empowered to lead. If you would like an informal discussion on any aspect of the role, please contact **talent@westmercia.police.uk**

I wish you every success in your application, you won't regret it.



Richard Cooper

Temporary Chief Constable

Click to read the Safer West Mercia Plan:

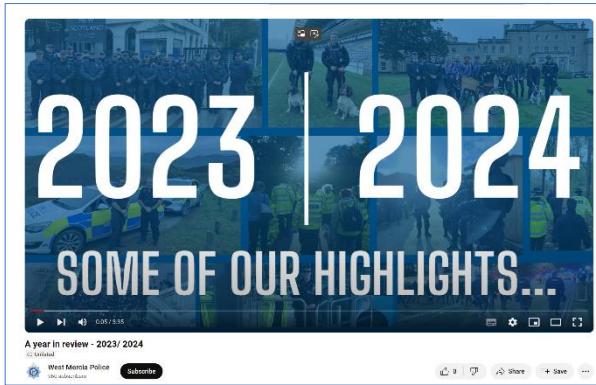


Click to read our Community Charter:



Have a look at some of our recent crime-fighting and community engagement work:

- A year in review 2023/24



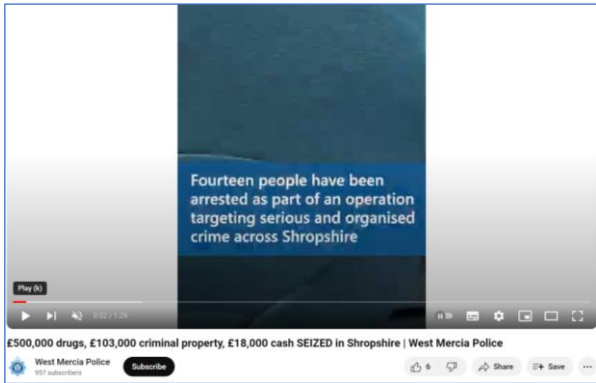
- Op Forefront – day of police action:



- When I Grow Up by Bea Moore:



- Drugs/cash/property seized in raid:

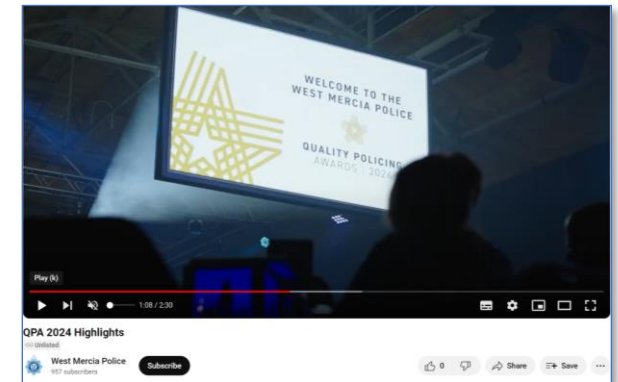


- Walk and Talk - Telford



See how we celebrate our officers, staff and volunteers:

- Quality Policing Awards evening:



About West Mercia Police

West Mercia is the fourth largest geographic police area in England and Wales, covering 2,868 square miles. Our communities cover three counties: Herefordshire, Shropshire (which includes Telford & Wrekin) and Worcestershire with more than 1.3 million people living in the areas we serve.

Whilst many of our communities are rural there are significant urban areas and small areas of social deprivation that are among the 10 percent most deprived areas nationally.

The force has been actively recruiting additional officers to meet its new, increased establishment of 2,496 in 2023/2024, the highest level on record in the force. We also have 200 PCSOs, more than 1,700 members of police staff and dozens of volunteers (including the Special Constabulary).

Numbers of officers have significantly increased year-on-year through both national uplifts and local initiatives. This ambitious level of recruitment is already positively impacting our communities.

The force is divided into five policing areas, each headed by a superintendent, and further divided into local safer neighbourhood teams made up of officers and staff who work within the communities. Other departments include Criminal Investigations Department (CID), Professional Standards Department (PSD), Forensics and Operational Patrol Unit (OPU), including roads, dogs and firearms.

All these areas of the business are supported by professional teams including HR, IT and Corporate Communications.

Financial reports from the PCC are available on the link below:

- [Financial Reports - West Mercia Police Crime Commissioner \(westmercia-pcc.gov.uk\)](https://westmercia-pcc.gov.uk)



Who we are

West Mercia Police is led by our Chief Officer team:



T/Chief
Constable
Richard Cooper



T/Deputy Chief
Constable
Rachel Jones



Assistant Chief
Constable
Grant Wills



Director of Business
Services
Rachel Hartland-Lane



Director of Commercial
Services
Richard Muirhead

Policing area leads:



Chief Superintendent
Beth Bridges



Chief Superintendent
Crime & Vulnerability
Mel Crowther



Chief Superintendent
Operations Support
Gareth Morris



Chief Superintendent
Local Policing
Edd Williams

Force vision and values

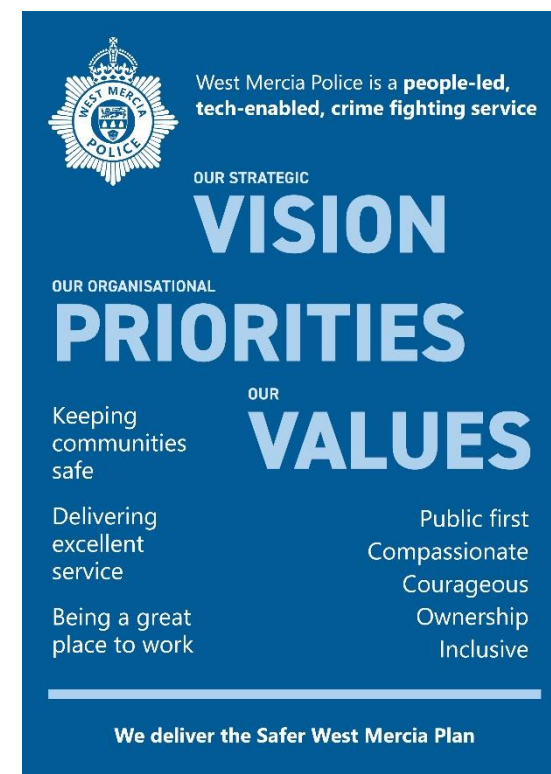
Our vision, values and policing priorities are the thread that runs through the fabric of our organisation.

Our vision is to be a people-led, tech-enabled, crime fighting service.

All force officers, staff and volunteers are expected to live by these values day in, day out and underpinned by the Code of Ethics. All of the above are at the forefront of the force's priorities, plans and daily work.

In a recent survey of more than 3,000 local people, 94% stated that West Mercia Police has their support, and 89% have trust in the force. Overall, public confidence in West Mercia Police currently stands at 82%.

64% of residents think their police force are doing a good or excellent job, and 71% believe that West Mercia Police understand the issues in their community.





Plan on a page

Our strategic vision

West Mercia Police is a people-led, tech-enabled, crime fighting service. We are visible and open to all, inspiring everyone to take pride in and feel ownership of their service.

Our organisational priorities

► Keeping communities safe - we will:

- Work with partners and communities using our collective assets to deliver innovative and effective approaches to harm prevention
- Listen to, respond and communicate effectively with our communities
- Understand community needs and issues to maximise early intervention and problem solving opportunities
- Deliver an appropriate and proportionate service.
- Build public confidence
- Be flexible to adapt and respond to an increasingly complex and challenging environment

► Delivering excellent service - we will:

- Ensure quality service to victims
- Provide a sustainable, accessible and consistently excellent service to the public, whether in person, online or on the phone
- Uphold high standards, to reflect our pride in the service we deliver
- Maximise data, tools and tactics to investigate and deliver services to a high standard
- Communicate effectively with communities and partners to ensure they are informed and empowered to build confidence and prevent further harm

► Being a great place to work - we will:

- Ensure fairness, transparency and consistency in everything we do
- Have meaningfully visible leadership to the force, to the public and to our partners
- Recruit an increasingly diverse workforce and further develop an inclusive working environment
- Enable excellent communications to ensure an informed and engaged workforce
- Ensure everybody is empowered to support the delivery of our vision
- Keep things simple
- Deliver and evolve the digital and physical tools necessary to remain operationally effective
- Deliver on our corporate social responsibility

Delivering:

- Safer communities and effectively preventing crime and harm
- Proactive relationships with communities and partners
- Visible and accountable local policing
- Reassurance to our communities

Delivering:

- Excellent victim support from the most appropriate agency
- High quality investigations
- Positive outcomes
- Enhanced victim satisfaction and confidence

Delivering:

- An empowered and confident workforce that are skilled, equipped and enabled to deliver an excellent service
- Staff and officers with the support they need to maintain their wellbeing
- The best use of our resources



Video showcasing our **Plan on a page** commitment, that outlines our new strategic priorities, vision and values.

Our values: Public first | Compassionate | Courageous | Ownership | Inclusive

Policing West Mercia

Information relating to the policing of West Mercia Police can be found on our website:

- <http://www.westmercia.police.uk/>

West Mercia Police has a Local Policing Community Charter, which makes commitments of service to local communities. This can be found here:

- [West Mercia Police | Local Policing Charter | West Mercia Police](#)

Change

We know that policing is changing. What is understood as traditional policing has already changed dramatically and will continue to do so. We need to be able to respond to that change and as technology continues to speed up social evolution, it is vital that we work with greater agility in future. Added to this, we must operate within the constraints of public spending, and this will continue to be challenging.

Our focus is on becoming as efficient and effective as we can possibly be, right now and for the future. We can and will embrace a different style, culture, and approach to achieve a new and modern way of delivering policing.

Positive change is already underway, with hot spot policing and focussed deterrence initiatives, investment in Rapid Video Response in our Operational Control Centre and the introduction of new ways to engage with our workforce using the latest technology available to us. Significant improvements are also being made to our estate with a brand-new station due to open in Redditch and a new firearms training centre at headquarters, featuring a 50-metre indoor range, a building search facility training area and a training school.



People strategy

In order to meet the challenges of the next few years, our organisational change will look to maximise the quality and effectiveness of our policing output in order to protect people from harm. This will be delivered by ensuring the right people are in the right place at the right time, with the right skills and attitude to deliver.

The force's policing model and the shape and size of our organisation continues to change whilst demands continue to increase. It is therefore vital that we shape our workforce and environment to meet such challenges.

Recruiting and retaining the right people and maximising the contribution each and every person makes, is more critical than it has ever been to achieve the vision and support the delivery of our service.

West Mercia's People Strategy focuses on enabling our people to be the best they can be. The strategy has six core objectives:

- Building strong, confident, and compassionate leadership.
- Ensuring personal resilience.
- Focused development.
- Attracting and managing talent.
- Effective workforce planning.
- Building a professional workforce.

West Mercia Police seeks to develop and enable our leaders to achieve the best for themselves and their people, by recognising and nurturing talent for the future.

The force is committed to creating an inclusive environment where our people feel empowered to exercise professional judgement, utilise their emotional intelligence and feel comfortable and confident to challenge. Ensuring our people have the confidence and capability to deliver our vision and values by developing effective leadership qualities is pivotal. We want our people to feel part of an organisational culture where they can be themselves, a culture that values diversity for the greater benefit of our communities.

We also support the National College of Policing leadership dimensions which we will endeavour to instil and develop at every level.

We invest in our people in a variety of ways which add value in order to develop a skilled, efficient, and effective workforce that reflects the changing needs and demands of the police service.

Our vision and values are underpinned by a learning culture which embeds personal responsibility and continuous improvement in our people and the service we deliver.

Support networks

We all have different needs, so we are proud to offer a range of support groups including; the B-ME network which offers peer support and mentoring as well as help with job applications and interviews, the Disability Network which includes specific groups for disability, dyslexia, hearing impairment, PRIDE in West Mercia and Women of West Mercia (WOW).

Occupational Health

Occupational health is a team focusing on the health of officers and staff in the workplace. Their aim is to keep people happy and healthy at work.

Employee Assistance Programme

Our employee assistance programme is available to all officers and staff and provides 24/7 access to a range of services to support personal health and wellbeing. Impartial and confidential support is available, including assessment, advice and signposting for both work and non-work-related matters.

Peer Support

Peer Supporters are colleague volunteers who support colleagues with their mental wellbeing. They come from all areas of business and at all ranks.

Welfare

The Welfare Officer Team provide welfare support to individuals and managers across the force. They act as the first point of contact to provide confidential triaging and appropriate professional advice and recommendations in relation to any issues both personal and professional, affecting the psychological wellbeing of both officers and staff.



Diversity, Equality, and Inclusion Interim Strategy 2024-25

As Chief Constable, it is important to me to start with why and to articulate the rationale behind prioritising inclusivity within our organisation. This rationale can be distilled into two primary reasons. Firstly, there is simply a moral imperative to look out for each other to ensure that everyone feels welcome, fostering good workplace relationships with everybody.

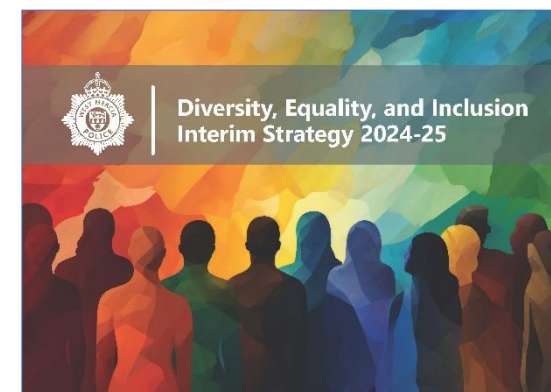
Secondly, and just as importantly, there is real value in diversity. Fighting crime and embracing diversity are two sides of the same coin. If we don't treat all communities well there will be an absence of trust, and if there's an absence of trust people don't cooperate with the police, they don't comply with the police, they won't give statements, and they certainly don't empower the police to do a very difficult job. There will always be suspicion.

There is also a strength of evidence that shows the people who think differently from different backgrounds can provide a more sophisticated perspective on how we operate - our policies, our processes, our strategy, and our tactics. And it goes without saying that a workforce that looks out for each other is going to be a better and more productive place to work.

All of these reasons come together to make a very strong case for why we should think long and hard about how we can be as inclusive as possible.

As senior leaders within West Mercia Police, we are collaborating with our leadership teams across all organisational levels to elevate the inclusivity, responsiveness, and efficacy of our policing services.

[LINK TO THE STRATEGY](#)



The Strategy

Our overarching objective is to achieve policing excellence for all of our communities. This interim Strategy is designed to strengthen our capability to deliver a policing service that is effective, trusted, fair, and equitable, protecting all communities from harm while actively engaging and consulting to understand priorities and concerns. It seeks to establish frameworks that ensure the integration of diversity, equality, and inclusion into all aspects of our decision-making, policies, and operational procedures, creating and retaining an engaged workforce that is representative of our diverse communities.

Our interim Strategy aligns with other diversity, equality, and inclusion initiatives such as the Police Race Action Plan and Purple Spaces Plan, showcasing our dedication to becoming an anti-racist organisation and upholding our Disability Confident Level 3 status. In 2022, we incorporated 'Inclusive' as our fifth core value, and in light of this milestone and subsequent organisational developments, we have developed this interim Strategy.

West Mercia Police serves approximately 1.3 million people. Promoting equality of opportunity and celebrating diversity is a fundamental enabler of our overarching vision 'deliver a quality policing service and to protect people from harm'. It is intrinsic to our organisational culture, underpins our objectives and helps shape the way in which our services are designed and delivered.

The force is committed to serving our communities and our people, taking into consideration, and listening carefully to our many stakeholders.



What our people say about working here

Nearly 10,000 survey responses have been completed by our people over the last two years. We run annual surveys and have recently carried out a cultural audit. These help us continue improving, learning and so that, together, we take real, tangible action to keep West Mercia Police a great place to work.

Laura, Operations and Communications Centre Supervisor

“I have been a supervisor for over three years, and I can honestly say I love my job. I have a really good team; no day is ever the same and I feel satisfied that we are protecting members of the public every day.”

Rebecca, Police Constable

“The people are the best thing about my job. It’s a cliché, but they really are like a second family. I didn’t appreciate that aspect until I became an officer. It’s amazing, you get to work together but we also do so much outside work - some people in the team are my best friends, and they really are friends for life.”

Gabrielle, Motor Vehicle Technician Apprentice

“My work colleagues are very encouraging and supportive with my aspirations and progress.

I am happy with my job and enjoy coming to work, to improve my knowledge.”



What the public thinks of us

In a recent survey we found that:

94%

of people surveyed stated that West Mercia Police has their support

85%

of people are confident that they would receive a good service from us

We can, of course, improve on this and maybe you can help us do that!

Feedback – why we do what we do

Working for West Mercia Police means the work you do often directly helps members of our local communities.

Whether you work in our operations and communications centre and answer lifesaving calls, work in one of our local safer neighbourhood teams and return someone's cherished possessions, or work in our communications team and share a story that helps locate a missing person.

People appreciate the help they are given, and often want to make their appreciation known. Here are some of those comments we have received since the beginning of 2023.

Feedback given to police officers after attending the scene of a crime:

“The statement was taken in great detail with a very high degree of both professionalism and sensitivity. What could have been a harrowing experience was made as positive and easy as possible. I really do think they deserve a wholehearted thank you.”

Feedback given to police officers after a successful case:

“During this awful experience every member of the police have been so kind to us, and so communicative, letting us know what they were able to tell us, my wife and I are just so impressed with this police force it makes us feel safe. All involved in this incident need to be thanked for all their hard work. I cannot praise the officers involved enough and I thank them very much indeed for all they have done for us.”

Feedback given to an OCC contact handler:

“The police operator dealing with a very difficult abusive lady, demonstrated outstanding skills, patience and professionalism. Both my wife and I would like it noted that she played an exceptional role in dealing with the situation and we would like to thank her accordingly.”



Feedback given to police officers and support staff following a theft:

“Thank you, and your colleague, for visiting last week. I have made use of the support pack you gave me. I have signed up to Neighbourhood Matters, logged my computer equipment on the immobilise website and registered the SmartWater. I will begin applying it later.”

Feedback given to support staff:

“For excellent service in renewing my shotgun certificate.”

Feedback given to officers who attended a burglary:

“Amazing rapid response and resolution to a burglary. At all times courteous, efficient, and supportive. Could not fault the response. Exemplary.”

Feedback given to officers who successfully dealt with a dog straying onto train tracks:

“There were initially four officers dealing with my sister's dog straying onto the railway line. They were professional, courteous non-judgmental. My sister and I cannot thank them enough.”

Feedback given to police officers who attended and settled a disruption before it could develop:

“Well done to the officers who responded so quickly in the wee small hours of this morning, to an incident in Redditch. Four young men were engaged in a very heated argument in the middle of the road, and it had the potential to get out of hand. Your officers immediately calmed the situation down and dealt quietly with the young man who had been seriously provoking the other three. Good job!”

