

# Warrant Card & Identity Card

## POLICY & PROCEDURE

OFFICIAL

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|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Government Security Classification Scheme</b> | <i>Policy section:</i> <b>OFFICIAL - Force website approved</b><br><i>Procedure section:</i> <b>OFFICIAL - Force website approved</b>                                                                                                               |
| <b>Department of Origin</b>                      | Professional Standards                                                                                                                                                                                                                              |
| <b>Policy Holder</b>                             | Chief Supt PSD                                                                                                                                                                                                                                      |
| <b>Policy Author</b>                             | PSD Support & Assessment Unit                                                                                                                                                                                                                       |
| <b>Related Information</b>                       | <a href="#">Police Conduct Regulations 2020</a><br><a href="#">Home Office Guidance – Conduct, Efficiency and Effectiveness</a><br><a href="#">The Concessionary Travel Protocol</a><br><a href="#">Dress and Appearance Policy &amp; Procedure</a> |
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# Policy

## National Context

[Authorised Professional Practice](#) (APP) is produced by the College of Policing as the official source of professional practice on policing. All officers and staff are expected to have regard to APP in discharging their responsibilities. Essentially, our “policy” is to comply with APP as it develops to cover all areas of policing.

## Statement

This policy is required to provide the relevant information to govern the, issuing, use, retention, and actions on the loss of, Police Officer warrant cards, staff members ID cards and ID cards issued by Merseyside Police to volunteers, contractors, secondments and attachments.

## Aims

The aim of this policy is to provide clear direction for all Police Officers and Staff Members, on the rules and regulations governing their ownership of a Merseyside Police Warrant or Identification card (ID) and the expectations that said ownership places on them around its use, security and retention or surrender.

## Objectives

Expected outcomes are:

- a) To ensure all Officers and Staff have clear guidance to refer to in relation to the rules governing their ownership of a Warrant or ID card.
- b) To set out clear process for action on if a Warrant or ID card is lost or stolen.
- c) To provide clear guidance on expectations around force ID photographs and how they will appear on Warrant or ID cards and force systems.
- d) To provide clear governance regarding the use of a warrant card on or off duty and the implications of its use off duty

## Application and Scope

All police officers and staff, including the extended police family and those working voluntarily or under contract to Merseyside Police must be aware of, and are required to comply with, all relevant policy and associated procedures.

This policy applies to all Officers, all staff, volunteers, contractors, secondments and attachments within Merseyside Police who hold a Warrant or ID card.

## **Outcome Evaluation**

Ensuring this policy is adhered to is the responsibility of individuals and their managers are to have oversight. Managers should consider The force strategy , Code of Ethics and the Standards of Professional Behaviour and take into consideration the following factors as part of their decision making; namely what the public would expect, organisational considerations and the specific needs of the individual and their wider team. Where necessary managers should consult with their Senior Leadership Teams for advice and/or support. Any requests for amendments to the policy should be raised to the Policy Holder – Head of Professional Standards.

# Procedure

## Version History

| Version Number | Date     | Detailed rational behind amending/updating policy or procedure.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Policy Owner Details | Policy Author Details |
|----------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|-----------------------|
| 2.1            | 16/05/11 | Front logo updated & level of protective marking changed. Other minor changes made at request of HR Shared Services to reflect current arrangements (Paragraphs 6.4 and 9.1).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Chief<br>Supt<br>PSD | PSD<br>SAU            |
| 2.2            | 29/01/13 | Sections 6 to 10 redrafted to set out current processes and provide more clarity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Chief<br>Supt<br>PSD | PSD<br>SAU            |
| 2.3            | 23/11/15 | Sections 2, 6, 8 and 10 redrafted to set out current processes and provide more clarity around reporting loss/stolen ID and warrant cards and officers obligations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Chief<br>Supt<br>PSD | PSD<br>SAU            |
| 2.4            | 28/05/20 | <p>Section 6.2 removed as there is no evidence of this procedure being still in existence.</p> <p>Section 6 5.2 amended to reflect that emails are also an acceptable way of reporting the loss/theft of ID/ Warrant cards.</p> <p>Section 6 5.5 removed as PSD and HR keep separate records of the theft or loss.</p> <p>Section 6 6.1 removed as this step is already carried out in section 6 4.3.</p> <p>Section re-numbered accordingly. 6 6.2 becomes 6 6.1 &amp; 6 6.3 becomes 6 6.2</p> <p>6 6.2 Slightly reworded.</p> <p>7 3 SAU added to access People Services form 8.3 Amended that the original storm log can be updated detaining the recovery of the card and an email to the SAU account should also be sent.</p> <p>8.12 Form 104 replaced by email to SAU account</p> | Chief<br>Supt<br>PSD | PSD<br>SAU            |

|     |          |                                                                                                                                         |                      |            |
|-----|----------|-----------------------------------------------------------------------------------------------------------------------------------------|----------------------|------------|
|     |          | 8.13 Reworded from 'PSD will close the log', to, 'PSD will have the log closed'.                                                        |                      |            |
| 2.5 | 21/07/22 | Terminology amended to mirror the Community First Model and current force structure and naming of Departments and or Strands.           | Chief<br>Supt<br>PSD | PSD<br>SAU |
| 2.6 | 01/08/23 | Additions of :<br>12. Warrant / Identity Card Photographs and<br>13. Profile Photos on Force IT Systems                                 | Chief<br>Supt<br>PSD | PSD<br>SAU |
| 3.0 | 01/04/24 | Amendments by Information Security Team (CSD), following a review of lost/stolen ID/Warrant Cards process.                              | Chief<br>Supt<br>PSD | PSD<br>SAU |
| 3.1 | 23/06/26 | Updated to reflect new organisational structure; formatting update to current force standard policy template (no change to review date) | Chief<br>Supt<br>PSD | PSD<br>SAU |

## 1. Production on Duty

- 1.1. A warrant card is an item of 'appointment'. An officer must have the card in their possession whilst on duty and be able to produce it upon demand. When on police premises, all staff should display their warrant card or identity card unless they are wearing recognised uniform.
- 1.2. Police officers must take responsibility for ensuring their warrant / identify card is within the expiry date, has the correct rank and if a person significantly changes their appearance, then they should have their warrant / identity card renewed.

## 2. Production off Duty

- 2.1. A police officer, when not at their home address, should be in possession of their warrant card whilst off duty, as there may be a requirement to place themselves on duty and act in a professional capacity at any time. There will be limited reasonable exceptions to this, but officers may be required to justify these.
- 2.2. Police officers must never use their position or warrant card to gain an unauthorised advantage (financial or otherwise) that could give rise to the impression that the police

officer is abusing his or her position. A warrant card is only to confirm identity or to express authority.

- 2.3. When police officers produce their warrant card (other than for identification purposes only) or act in a way to suggest that they are acting in their capacity as a police officer (e.g. declaring that they are a police officer) they are demonstrating that they are exercising their authority and have therefore put themselves 'on duty' and as such, must act in a way which conforms to the Standards of Professional Behaviour. For example, during a dispute with a neighbour a police officer who decides to produce a warrant card would be on duty.

### **3. Staff, volunteers and contractors Identity Cards**

- 3.1. Identity cards bear a close resemblance to police warrant cards. The holder of an identity card should never use it in such a manner that would cause another person to believe that they are a police officer. To do so may amount to a criminal offence of impersonating a police officer or may be considered a breach of standards of professional behaviour.
- 3.2. Staff, volunteers and contractors must take responsibility for ensuring their identify card is within the expiry date, has the correct role and if a person significantly changes their appearance, then they should have their identity card renewed.

### **4. Concessionary Travel for Merseyside Police Officers, Specials & Community Support Officers**

- 4.1. Essentially, concessionary travel allows some categories of Merseyside Police staff to travel on public transport without charge, on the understanding that they will be available to deal with incidents occurring during that journey. Free transport would be provided to those in uniform or on production of a police warrant card to a responsible person involved in the provision of the public transport.
- 4.2. Full details of this can be found in [The Concessionary Travel Protocol](#) found on iForce.
- 4.3. In granting concessionary travel the transport providers concerned do so on the understanding that Police Officers (on or off duty), Specials and Community Support Officers whilst on duty and in uniform will actively assist public transport staff when required in respect of breaches of the law and passenger Service Vehicle Regulations. Staff should always remember that in assisting, an officer puts himself/herself on duty.

## 5. Using to Obtain Discounts

- 5.1. The integrity of the warrant/Identification card, issued by the Chief Constable, should never be jeopardised. However, all staff are reminded that they are responsible for their own conduct, whether on or off duty.
- 5.2. It will never be acceptable for a member of Merseyside Police staff to use a warrant card or other identification card to gain access to premises or events where the holder is off duty, but purports to be on duty and undertaking the role of a Police Officer or Staff member in order to gain access to the premises or event.
- 5.3. Even if there is an express invitation, Police Officers and Staff must not use warrant/identification cards to gain access, without payment to premises subject to a liquor or gaming licence of any description. (The Police Service must always be in a position to object to the renewal of such licences without compromise or embarrassment).
- 5.4. In the event of specific invitations to a function on any licenced premises, complimentary tickets issued by the organiser must be used to gain entry and not a Merseyside Police warrant or identification card.
- 5.5. Even where an invitation is freely offered, care should always be exercised to ensure that the acceptance of the offer could not be misinterpreted as gaining a favour for, or indebtedness to, the person offering, or that the acceptance of the offer could bring discredit on the individual or the Police Service.
- 5.6. Where a commercial operator expressly invites Merseyside Police staff to take advantage of concessions then it might be acceptable to use a card which identifies the holder as a member of Police staff. Please note, however, that where a specific identification card is used for the purpose (as in the case of the Blue Light Card, Police Federation card or the Trade Union membership card) then this should be used in preference
- 5.7. There may be local arrangements with commercial operators offering discounts or concessions to local Officers and staff. Taking account of the general principles outlined above, Strand Leads/Heads of Departments, where they become aware of these local arrangements, will determine the appropriateness of the use of the Police warrant/identification in obtaining the concession. Strand Leads/Heads of Departments have permission to issue local instructions within the general framework outlined above.

## 6. Loss / Theft Reports

- 6.1. All Police Officers and staff are reminded that police warrant cards and staff ID cards are police property and in unauthorised hands can pose significant security risks. All staff should therefore take all appropriate steps to ensure their safekeeping and must report any loss immediately or in any case as soon as practicable. A failure to do so may be a

breach of the Standards of Professional Behaviour and could result in a misconduct investigation.

## **6.2 Stolen Cards Immediate action**

- 6.2.1 When a warrant / ID card is stolen the matter should immediately be reported to the relevant force where the theft occurred. For Merseyside Police it should be reported to the Joint Command Centre (JCC) by calling 101 and a Storm log number obtained. Additionally, the matter should be reported to PSD [PSD.SandA.Unit@merseyside.police.uk](mailto:PSD.SandA.Unit@merseyside.police.uk) and the Information Security Team [Information.Security@merseyside.police.uk](mailto:Information.Security@merseyside.police.uk) as soon as practicable.
- 6.2.2 Should the theft, the circumstances surrounding the theft or the officer's role raise any particular concerns or security risks the officer/staff member should ensure they are brought to the attention of the Force Incident Manager (FIM) [Force.Incident.Manager@merseyside.police.uk](mailto:Force.Incident.Manager@merseyside.police.uk) immediately so the matter can be fully considered.

## **6.3 Lost & Stolen Cards**

- 6.3.1 When a warrant / ID card is lost or stolen, once any immediate steps have been taken a 'for information only' Storm log will need to be created outlining the details and a summary of the loss/theft. If access to Storm is not possible the matter should be reported to the Joint Command Centre (JCC) by calling 101. The log should include steps taken to locate the card and any details of swipe security access the card provides.
- 6.3.2 The Storm log, should be tagged for the attention of the Force Incident Manager (FIM), PSD and the member of staff's line manager.
- 6.3.3 Steps should be taken as soon as practicable to de-activate the lost/stolen card by informing [ICT.Helpdesk@merseyside.police.uk](mailto:ICT.Helpdesk@merseyside.police.uk) and to notify any relevant staff, for example HQ gate staff or enquiry offices, to prevent any unauthorised access to police buildings/facilities.
- 6.3.4 An Information Security Breach form is to be completed via the Information Security and Data Protection [I Force Page](#). Once completed by the member of staff (or their Line Manager in their absence) this must be submitted to their Line Manager, PSD [PSD.SandA.Unit@merseyside.police.uk](mailto:PSD.SandA.Unit@merseyside.police.uk) and the Information Security Team [Information.Security@merseyside.police.uk](mailto:Information.Security@merseyside.police.uk).
- 6.3.5 A replacement card request will be generated once the member of staff's Line Manager completes section C of the Information Security Breach Form.
- 6.3.6 If the loss occurred during a period when the officer/staff member is not on duty and not due to return to work within a short time, they should liaise with their line manager, to determine whether it is necessary for arrangements to be made for a replacement card to be issued prior to the scheduled return to work.

## **6.4 Line Manager's & Command Team Responsibilities**

- 6.4.1 Once an information Security Breach Form has been completed by the member of staff the Line Manager will receive the form by email to complete section C. The Line Manager must confirm with the staff member what steps have been taken to report and locate the card.
- 6.4.2 A Line manager can complete the Information Security Breach form in absence of the member of staff.
- 6.4.3 The Storm Log number will need to be included within the Information Security Breach Form as mentioned in 6.3.
- 6.4.4 The Information Security Breach Form will include a replacement card section which the Line Manager will need to complete.
- 6.4.5 Once the Line Manager has completed section C and the replacement card section this is to be submitted to PSD at [PSD.SandA.Unit@merseyside.police.uk](mailto:PSD.SandA.Unit@merseyside.police.uk) the Information Security Team [Information.Security@merseyside.police.uk](mailto:Information.Security@merseyside.police.uk) and the Strand/Department Command Team Lead for them to complete section D.
- 6.4.6 The Strand/Department Command Team Lead will be responsible for finalising the Information Security Breach Form and submitting this to the Information Security Team. [Information.Security@mersyside.police.uk](mailto:Information.Security@mersyside.police.uk)

## **6.5 PSD Responsibilities**

- 6.5.1 On receipt of the Storm log (6.3) this will be reviewed by the PSD Support & Assessment Unit.
- 6.5.2 On receipt of completed section C within the Information Security Breach Form (6.4). The PSD Support & Assessment Unit will undertake any necessary enquiries to establish if a replacement card should be authorised. They will also review the facts within the Security Breach Form to determine if there have been any breaches of the Standards of Professional Behaviour.
- 6.5.3 PSD will endorse a replacement card by creating a service request on SmartForce which will contain the relevant information. The Security Breach Form will be attached for People Services as their record.

## **7. Replacement Cards**

- 7.1. Officers and staff are reminded that a warrant/ID card provides proof of identity; security access to police premises and in the case of officers should be presented on demand. Therefore, a replacement card should be obtained at the earliest opportunity following any theft /loss.

- 7.2. Warrant and ID cards are proof of identity; therefore, staff should ensure that the photograph and details on the card are current and legible. A replacement card should be sought should there be any significant changes to appearance, a change of name / rank /role or if the photograph or any of the details cannot easily be recognised /read.
- 7.3. If the replacement is for a card, which has been lost or stolen, then a replacement card will not be issued unless Section 6 of this procedure has been fully complied with and the replacement authorised by PSD.
- 7.4. People Services will issue replacement warrant / identity cards as appropriate.
- 7.5. Replacement cards for routine updating will not be issued unless the person attending has their existing card with them.
- 7.6. People Services will keep records of all warrant /ID cards issued and destroyed.

## **8. Recovered Cards**

- 8.1. Should the owner recover the card, they must inform PSD immediately either by having the 'information only' Storm log updated and tagged for PSD (if off duty) or via the PSD SAU email account. The email should provide the circumstances of the recovery.
- 8.2. If the card is not already in possession of the Police, then arrangements must be made, via the Storm log, to recover the card at the earliest opportunity and deposit it at a police station or hand deliver it to People Services (at Rose Hill HQ) if more appropriate.
- 8.3. If a replacement has already been issued the recovered card must be dealt with as per paragraph 8.9 of this procedure. The user must never retain this as a secondary warrant card/ identification card.
- 8.4. A visual check of the card should be made and any evidence that the card has been altered in any way.
- 8.5. The full circumstances of the cards recovery should be recorded on the log, including the details of the person finding the card.
- 8.6. PSD will check whether the card has been reported as lost /stolen and will confirm with People Services whether a replacement card was issued. This information must be recorded on the log.
- 8.7. If the owner has recovered the card and they have already been issued with a replacement card, they must surrender the recovered card as per paragraph 8.10.
- 8.8. A card should not be routinely returned to the loser without first verifying if they are already in possession of a replacement card; if they are the card will be retained and dealt with as per paragraph 8.9.

- 8.9. The recovered card should be treated as a valuable item of 'Found Property'. The card should be placed in a tamper proof bag and stored in the station safe or other secure place. If the card is not /cannot be immediately returned to the owner arrangements should be made to have the item either taken to People Services either by hand or via the police driver. The log should remain open with the area where the warrant card is stored until the item is transferred, when it will be forwarded to PSD for checking and closure.
- 8.10. If the card has not been reported as lost /stolen enquiries will be made by the Strand or Department who are in receipt of the card to identify and trace the owner. The card can be returned to the owner, if they have not been issued with a replacement card. This should be recorded on the log.
- 8.11. Even though the card has been recovered prior to reporting, the officer /staff member MUST send an email to [PSD.SandA.Unit@merseyside.police.uk](mailto:PSD.SandA.Unit@merseyside.police.uk) outlining the circumstances of its loss and recovery, as per paragraphs 6. of this procedure.
- 8.12. PSD will have the log closed once they have been notified by People Services or the Information Security Officers that they have taken receipt of the card. The Information Security Officers will have responsibility for the destruction of warrant or ID cards.
- 8.13. PSD will review the circumstances regarding the recovery of the card and will take appropriate action in respect of this. They will also notify the holder of its recovery.
- 8.14. People Services will keep records of all destroyed warrant /ID cards.

## 9. Career Breaks

- 9.1. During periods of extended unpaid leave as part of a career break, police officers continue to be police officers and police staff continue to be employees of Merseyside Police. Accordingly, personnel on career breaks retain their warrant/ID cards and remain subject to the procedures described in this procedure. Officers on career breaks are bound by this policy and should not misuse their warrant card or abuse their position as a police officer.

## 10. Suspended Officer/Staff

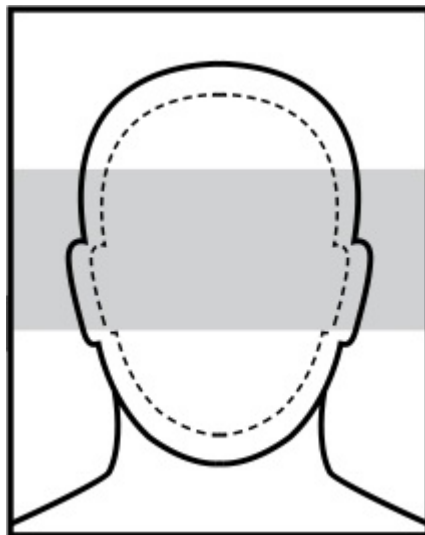
- 10.1. Officers and staff who are suspended have a duty to surrender their warrant and Identity card in line with suspension and restriction policy. Failure to surrender warrant/Identity cards could lead to disciplinary or criminal proceedings against the staff member.
- 10.2. Information Security Officers (ISOs) (CSD) will have responsibility for the destruction of warrant or ID cards when officers and staff have been dismissed or resigned during an investigation/misconduct.

## 11. Leaving employment

- 11.1. Upon leaving employment, police officers/staff **must** surrender their warrant/Identity card. It is particularly important that Strands and Departments ensure that temporary/agency staff members surrender their identity card when their employment ceases. The details of the return of the card must be captured on the appropriate form. Failure to surrender warrant/Identity card may result in a breach of security or could lead to criminal proceedings against the police officer /staff member.

## 12. Warrant / Identity (ID) Card Photographs

- 12.1. The photograph must be a close-up of your full head and upper shoulders with the background showing above the head



In your photo, you must:

- Be facing forwards and looking straight at the camera
- Have a plain expression/slight smile (No posing)
- Have your eyes open and visible
- Not have hair in front of your eyes
- Not have a head covering (unless it's for religious or medical reasons)
- Not have anything covering your face
- Not have any shadows on your face or behind you

Do not wear sunglasses or tinted glasses, unless for a medical reason. If you wear glasses that you cannot take off, your eyes must be visible without any glare or reflections.

**Attire for Police Staff / Officers in uniform roles:**

- Full uniform should be worn, epaulettes and ties in place. Please remove tunic/outer clothing/body armour.
- Hair should be worn above the collar/tied up and secured in a low bun
- Facial hair should be trimmed, above the collar and close to the face in order that the outline of the face can be seen, and compliant with the [Dress and Appearance Policy](#).

**Attire for Police Staff / Officers / Volunteers in non-uniform roles**

- Smart Business attire only (with or without jacket).
- No t-shirts or fitness training wear.

**13. Profile Photos on Force IT Systems**

- 13.1. Official Identity (ID) photos must be used on force systems, including skype and MS Teams, this must match your Identification Card Photographs.
- 13.2. Exceptions are allowed for some Officers / Staff in covert departments, or in other circumstances with the approval of PSD, a blank image may be displayed.