

BSc (Hons) Professional Police Practice

LEVEL 5 - 40 Credits

Workbook title: Competency Based Workbook 4 (PCDA)

**(SOUTH WALES POLICE, GWENT POLICE AND
UWTSD)**

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FACULTY OF BUSINESS AND MANAGEMENT PUBLIC SERVICE PROGRAMME

Module title: Policing in the workplace 2 (PCDA)

Workbook Guidance

Please read these notes carefully; they provide essential information.

What is the workbook for?

The purpose of this workbook is to enable learners to demonstrate and provide evidence of how they meet the learning outcomes set by the College of Policing, for the BSc programme. Essentially, you are being asked to outline your experiential learning based upon your theoretical understanding in a range of operational situations.

- **Wellbeing and Resilience**
- **Evidence based policing**
- **Research Methods and Skills**
- **Decision-making and Discretion**
- **Vulnerability and Risk**
- **Criminal justice**
- **Conducting investigations**
- **Decision making and discretion.**
- **Digital Policing**

How should the workbook be presented?

Blank electronic copies can be found on Moodle of this workbook. You must submit this document electronically therefore it is important that you save your work regularly and upload the final typed version through Turnitin on Moodle.

You may wish to use the same incidents as you've outlined in the Occupational Competence Portfolio.

How should the workbook be presented?

Blank electronic copies can be found on Moodle of this workbook. You must submit this document electronically therefore it is important that you save your work regularly and upload the final typed version through Turnitin on Moodle.

Word count policy can be found in chapter 7 of the Academic Quality under section 7.7 (this applies to presenting work above and under the specified word count).

(https://www.uwtsd.ac.uk/media/uwtsd-website/content-assets/documents/academic-office/aqh-chapters/chapters---en/Chapter_07_Assessment-Taught_Programmes_Pages_72-79-UPDATED-05-11-2019.pdf)

Reflective practice is a core aspect for your workbooks and although there is a variety of useful resources on Moodle, there is one particular book, that is specifically based on reflective practice in policing, here is a link to one chapter from Selina Copley's Reflective Practice for Policing Students:

https://moodle.uwtsd.ac.uk/pluginfile.php/298870/mod_resource/content/1/Reflective%20Practice%20for%20Policing%20Students%20-%20Selina%20Copley%20Chapter5.pdf

How is the workbook assessed?

Advice and support about the completion of this workbook will be provided by university staff as part of your initial training day. Your tutor constable and in-force training staff will not be involved in assessing or marking your workbook after it has been submitted.

Dates of workbook submission will be made available during the initial training day and posted on Moodle.

Once submitted your workbook will be assessed and marked independently.

Confidentiality

It is important that no individual can be identified either directly or indirectly from the information in the workbook. Therefore, you must:

- adhere to guidance in the Student Handbook about unfair practice and plagiarism;
- not identify individuals including witnesses, victims or offenders by name;
- not write information that enables any individual to be identified indirectly through the description you provide. This includes references to names, colleagues, places (including hospitals, schools, town, villages, streets) specific incidents which were high profile and could be identified due to past publicity, other professionals or any other personal information including medical or other conditions;
- take personal responsibility for adhering to confidentiality rules.
- not include any dates of any incidents or anything that specifically identifies an actual incident.

Please be aware that any content that is deemed to be inappropriate, disrespectful, or abusive will not be tolerated. Following review of any content of this nature the information will be shared with the employer of the student responsible.

Should any health and wellbeing concerns be raised because of disclosures made by the student within this workbook, the employer of the student will be informed.

NOTE

Your workbook will be submitted electronically via Turnitin on Moodle. Guidance on this is in the Student Handbook.

Remember that the workbook is YOUR responsibility you must not rely on the assessor or anyone else to pick up any confidentiality breaches as this is your work and you must accept full responsibility for confidentiality. Meeting all the confidentiality requirements is very important.

Dyslexia and other special circumstances

If you have any condition that you feel may affect your ability to deal with any part of the programme, please see the Student Handbook for further guidance. The University has a Student Services Unit that may be able to help but ***it is the learner's individual responsibility to contact them.***

Guidance:

- *Your workbook must contain the items specified in the table below (clearly identified and in the order given);*
- *You should use this particular document to insert your text / answer within each section of this workbook;*

Contents

Workbook	Area of Professional Practice	Word count
Task 1	Wellbeing and Resilience	1000
Task 2	Evidence based policing Research Methods and Skills Decision-making and Discretion	1500
Task 3	Vulnerability and Risk	1250
Task 4	Conducting investigations Information and intelligence	1750
Task 5	Digital Policing, Vulnerability and Risk	1500
	Bibliography	
Task 6	OCP	1000
	Total	8000

Task 1

Relevant areas of the National Policing Curriculum: Wellbeing and Resilience

Guidance:

Consider and reflect on the impact of organisational justice on yourself as a member of the police service. (Code of Ethics)

Consider the steps that your organisation is taking to raise ethical standards.

1000 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

In this response, I will be reflecting upon the impact of organisational justice on myself as an employee in the police service and discussing the steps that police forces have taken to raise ethical standards. In my reflection, I will be using Borton's reflective tool.

The term organisational justice "refers to the extent to which employees perceive workplace procedures, interactions and outcomes to be fair in nature." (Baldwin, 2006, p1.)

Organisational Justice can typically be broken down into two subcategories. Distributive justice, which looks at fairness based off the distribution of both work and rewards across the organisation. Secondly, procedural justice looks at how fairly and well the employee feels they have been treated in the organisation. The importance of organisational justice came to light in 1975 following the works of Thibaut and Walker. "Both distributive and procedural justice have been shown to have a strong relationship with job satisfaction, organizational commitment and trust, and positive evaluations of authority"

In my experience as a police officer, I have been exposed to different working environments, consisting of my time in training, tutorship and as an operational officer. My perception of distributive and procedural justice has varied greatly depending on my work environment and this in turn, had a substantial effect on my wellbeing and resilience. During my initial phase training period, I felt like a good organisational fit within the police service. My personal values and beliefs were already strongly tied to the standards of professional behaviour and policing principles that are contained within the Code of Ethics published by the College of Policing (2014). "When workplace culture aligns with your employees, they're more likely to feel more comfortable, supported, and valued." (Achievers, 2021) My own experiences of the training environment are heavily supportive of this. Throughout, I

maintained a strong sense of identity and this in turn made me feel comfortable and supported. This whole experience has been beneficial to me as I can now identify the positive impacts such an environment has upon my morale and work ethic.

Once I reached independent patrol status and was assigned to my station as an operational officer, I encountered my first experience where negative perceptions of organisational justice had a direct impact on my behaviour and morale. Once at this new working environment, there was a considerable difference in the culture that was prevalent. Whilst training, one of the main focuses was following policy and procedure to the letter and providing the best service to the public. As an operational officer, the focus was more around self-preservation and managing your workload intelligently. Second to this, this new team I was working on did not have a fulltime supervisor. The acting supervisor encouraged an environment where new officers and probationers were expected to do more of the unpleasant work and they appeared to believe that the more experienced officers on shift had earned that easier time. At this time, my perceptions of distributive justice were at an all time low. I appeared to be doing more of the work than my more experienced colleagues and yet I was reaping less rewards than them comparatively. As a result of this, my morale dropped considerably, I no longer enjoyed the work I was doing, and I felt “at-odds” with the acting supervisor. Studies have shown that “67% of workers in the experience low morale because of their manager. This happens if employees believe that some of their colleagues are being favoured over others.” (Lead On Purpose, 2018). Whilst unpleasant, this experience has been beneficial as once again it has allowed to identify the effects such an environment can personally have on me.

After a couple of months in this team, a new supervisor was attached to the team. This change dramatically affected the dynamic and culture. This new supervisor adopted what I perceive to be a fairer approach, ensuring work is divided among all officers equally and they also brought behaviour more in line with the code of ethics and returning to a victim focused approach. This resulted in finding more satisfaction in my work, and maximising the effort that I was putting in. The work of Colquitt et al (2013) summarised that organisational justice is linked to positive outcomes such as increased job performance and satisfaction and that of displaying ‘organisational citizenship behaviours. Due to the change in environment, I felt like a good organisational fit again and my own values once more aligned with that of the police service. The work of Bradford and Myhill (2013) concluded that identification with the police service was strongly predicted by perceptions of organisational justice. Since this positive change happened, I have been able to maintain this level of enthusiasm and I now hope to keep working in this new fair and balanced environment.

My own perception of organisational justice is also significant in relation to public relations. Officers who 'buy into' the values of the organisation are more likely to have fewer negative interactions with the public. Wolfe and Piquero (2011) showed that positive perceptions of organisational justice by officers led to fewer complaints from the public. Whilst this may be the case generally, I am confident that even when my perceptions of organisational justice were at their lowest, I still provided a positive service to members of the public. However, I can see that if officer's morale is low and their mood is subsequently low, how this can directly translate into their interactions with the public. Being mindful of this will allow me to prevent this from happening to me going forward.

Organisations within policing have also taken steps to increase ethical standards. The development and utilisation of the code of ethics which promotes value such as fairness and accountability are universal across all UK forces and officers are expected to abide by them. Widespread adoption of body-worn video cameras can be used to help provide this accountability. The College of Policing's assessment regarding promoting ethical behaviour (2015) found that "interventions that embraced the principles of procedural justice improved public trust and confidence and changed people's perception of the police for the better."

In conclusion, my perceptions of organisational justice have varied heavily based on the environment in which I was working. These have led to clear and significant effects on my morale and levels of satisfaction at work. Ultimately, I now have positive perceptions in my current team, and this has led to me "buying into" the values of the organisation and the code of ethics. I also feel more trust and respect towards the organisation. I will look to maintain this outlook going forward.

1100 WORDS

Task 2

Relevant areas of the National Policing Curriculum: Evidence based policing, Research Methods and Skills, Decision-making and Discretion

You must choose **a policing incident** involving a partnership approach which you played a significant role with an offender/service user/victim and reflect on what happened.

Give a brief description of the problem including social and legislative contexts and any relevant cultural, ethnicity and language issues.

What options did you consider when adopting a multi-agency approach?

How did you decide on the most appropriate option to mitigate or resolve the problem and how did you evaluate the available evidence?

Justify your intervention and highlight potential consequences.

1500 words (+/- 10%: *include your actual word count at the end of each section*)

ANSWER:

In this essay response, I will be talking about a policing incident which resulted in the adoption of a multi-agency approach. I will be discussing the considerations I had when trying to identify the most appropriate means of resolving the issues at hand. I will also be discussing the potential and actual consequences of the actions that I had undertaken. During my reflection, I will be utilising Borton's reflective tool.

During a recent morning shift, an incident occurred in my force area in which neighbours of two well known nominals had contacted police disclosing a possible domestic situation ongoing. The initial disclosures alleged screaming and shouting as well as the sounds of smashing objects coming from inside the address. I have attended the scene which was a block of flats, with other colleagues. Once we were inside, we made our way to the subject flat, which was insecure. Upon making entry under Section 17 of the *Police and Criminal Evidence Act 1984* to save life and limb, I observed shattered glass on the floor and small patches of blood. There was one locked door inside, but no persons appeared to be present. After a short delay, the female resident returned and was immediately hostile towards officers. She appeared to have cuts and bruises to her hands and face. After considerable time attempting to de-escalate the situation, the female eventually disclosed that she had been assaulted by the other well-known individual who had been involved. I knew this male

to be her former partner. I have asked the female to open the locked door in the flat to which she complied. It was a small closet and I have located the male concealed inside. I have taken him from the address and arrested him for assault occasioning actual bodily harm contrary to section 47 of the *Offences Against the Person Act 1861*. It was significant to note that the male also appeared to have some injuries to the top of his head and as a result, was taken to hospital prior to police custody. This was but one of many incidents that we had attended at this location over the course of the months prior involving these individuals.

Multi-agency working is a core part of modern-day policing and problem solving. "A Multi-agency approach to reducing crime and disorder and investigating crime is officially endorsed by the Home Office and others." (Bryant and Bryant, p160). There were several factors discussed when potentially adopting a multi-agency approach. Firstly, the location of this incident is one that consists entirely of social housing and the residents are typically of a lower socio-economic group. This location is an extremely high crime area and is also subject to high levels of anti-social behaviour. Theories such as those proposed by Merton (1938) suggest that individuals from these groups are more likely to commit crime as they have no legitimate means of obtaining material wealth. The fact that this situation involved a block of social housing which was considered a problem area was one of the considerations that led me to involve the local council and housing departments. I have previously engaged with the council's neighbourhood support unit. These previous interactions had led to very positive outcomes and this encouraged me to engage with them further.

Secondly, *The Crime and Disorder Act 1998* places a statutory duty on police and other agencies to work together to reduce crime and anti-social behaviour. Thirdly, the female resident who was involved in this incident is a repeat victim of domestic violence from the male perpetrator. As such, it may be beneficial to include third parties such as Women's Aid for an independent domestic violence Advisor (IDVA) to get involved. A review of IDVA services (2009) found that "IDVAs reported reduced risk in 79% of cases, backed up by 76% of victims reporting that they felt safer." Multi-agency working would also be necessary to ensure that the relationship between the victim and perpetrator was referred to a multi-agency risk assessment conference (MARAC). "The underlying principle of MARAC is that no single agency or individual can see the complete picture, but all may have insights that are crucial to the victim's safety." (College of Policing, 2015)

Simply tackling the criminal element alone would clearly not be a sufficient response to this situation and as a result, I believed a multi-agency response was justified and proportionate to manage the risk of harm. When deciding what the most appropriate option to resolve the

problem was, it was first necessary to identify the problem itself. The idea of problem-oriented policing and subsequent use of the (O)SARA model has been evaluated to have a positive effect on levels of crime (College of Policing, 2020). In this case, the problems that needed to be tackling were multi-layered. There were clear housing and ASB, criminal and vulnerability issues. Once the problems were identified, information needs to be obtained through the scanning section of the above model. Whilst plenty of information and intelligence had already been gained from initial attendance, information sharing agreements (ISA) with these other agencies allowed me to obtain even more. This ensures I am making decisions with the widest and most appropriate array of information available to me. This information was then analysed and an appropriate response delivered.

Due to my time constraints as a response officer, I tasked our neighbourhood policing team and local sector support officer to get involved. This would help ensure those with the time and resources to resolve the issues were present and aware.

The problem analysis triangle (PAT) or crime triangle was developed by John ECK (2010) to explain why crimes occur. Simply explained, the three main aspects are the victim (protected by a guardian), the offender (managed by a handler) and the place (controlled by a manager). Dealing with the criminal aspect was ultimately the easiest and tackled the offender aspect of the PAT. By arresting the perpetrator, this was an effective way of managing the immediate risk of harm and allowed police to manage the offender by way of bail conditions and criminal prosecution. Police were clearly the primary body that were required to handle this aspect of the problem. The most appropriate means of dealing with the victim was via the domestic abuse unit, IDVA's and MARAC. These agencies can act as the victim's guardian, offering her the help and support necessary to safeguard her. In this situation, the victim refused to engage. On reflection, I am satisfied that I had done everything I could to safeguard and support this individual and would adopt the same approach again in similar situations. Managing the place is the last part of the problem and was best handled by the council's housing department and their neighbourhood support unit. Since that incident, due to a good partnership approach, the council has installed CCTV cameras in the block of flats. This has provided us with an additional means of crime prevention and investigation.

The whole incident required significant intervention and intrusion into the private lives of the people involved. It is essential that each decision that was made was justifiable, proportionate and ethical given the circumstances. The first intervention involved officers' attendance at the scene, making entry and the gathering of information. Police have a

positive obligation under Article 2 of the *Human Rights Act 1998* to protect life and because of this, it was clearly necessary to involve ourselves in this domestic disturbance. Whilst this initially drew the ire of the female involved, the ultimate consequence was that it allowed us to safeguard her and others, neutralising any threat. There is the potential that such interventions can cause certain individuals to dislike us as they do not want our assistance and despise our presence. Another direct intervention was that the perpetrator was arrested at scene. This was clearly necessary and proportionate to protect a vulnerable person, prevent further physical injury and to allow for the prompt and effective investigation of the offence.

The involvement of the council in relation to housing issues was another intervention that was encouraged. Since this property and the people within had been involved in a considerable number of incidents in the recent months, the council taking measures to protect the other residents and their own property was clearly justifiable. The CCTV installation in the communal walkways provided an appropriate method of reducing criminality and ASB in this hotspot. Another consequence of this is that allows us another potential means of investigation when dealing with further incidents at this location.

The intervention of the IDVA and the domestic violence unit is one that can only have positive connotations. All the support possible can be provided and the victim can then make their own assessment whether they wish to receive it.

In conclusion, many police incidents cannot be resolved simply by police forces alone. Each situation must be evaluated on its own merits and the best approach adopted based on the evidence that is available. In this case, we had to deal with two well-known individuals with vulnerabilities including drug and alcohol misuse and domestic violence. I had many different concerns including vulnerability, safeguarding and tackling criminality. I understood that the police were not the best agency to deal with all these concerns and introducing other agencies was both beneficial and necessary. I have reviewed what agencies could assist and introduced them into the fold. These agencies have then assisted in managing specific parts of the problem. I am satisfied that this approach has allowed us to have the possibility of the best outcome. Which agencies I involve, will largely depend on the nature of the incident but could also include Social Services, Youth Offending Teams (YOT), local councillors and others. As a result of this and other incidents, I am a strong supporter of the multi-agency approach and will continue to involve other agencies dependant on the situation.

1650 Words

Task 3

Relevant areas of the National Policing Curriculum: Vulnerability and Risk

You must choose **a policing incident** in which you played a significant role with a victim of crime or anti-social behaviour and reflect on what happened.

Give a brief description of the incident including social and legislative contexts and any relevant cultural, ethnicity and language issues.

Evaluate the appropriateness of different approaches (by professionals and the police) in supporting or managing vulnerable people or people at risk of harm.

Evaluate what works in relation to tackling repeat victimisation and repeat offending.

1250 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

In this response, I will be discussing an incident that I attended in which I played a significant role with both the victim and the offender. I will be highlighting my response to supporting a vulnerable person in this incident. I will then evaluate my response along with other potential responses to assess their effectiveness and suitability as well as looking at what works in relation to repeat victimisation and repeat offending. During this essay, I will be using Borton's reflective tool.

During one recent shift, I was on duty in full uniform when a report came in from a member of the public stating that youths were outside their address throwing bricks through the window and making threats.

I was aware of the reporting person, who had already been a victim of similar incidents in the months prior. I also recognised this person as someone who struggles heavily with their mental health, drug addiction and alcohol misuse.

This person unfortunately resided in a block of flats notorious for criminal activity and anti-social behaviour and is considered a particular hotspot by our local neighbourhood policing team. Studies by Sherman, Gartin and Buerger (1989) found that half of all calls made by the public came from less than 4% of addresses.

In the previous incidents reported, the same perpetrators were responsible. These persons being youths aged 15-17. The victim previously refused to support prosecution. The youths in question generally had troubled backgrounds and lived under the local care authority. They had previously been on “good terms” with the victim who would invite them over to their address to take drugs. This relationship would break down and the calls to police would begin. “Drug and alcohol use can increase people’s risk of being victims of crime.” (VeryWellMind, 2020) The presence of drugs was clearly a major contributing factor here.

When looking at an appropriate approach to supporting the victim, it is clear a multi-layered response is required. Firstly, our attendance is a short-term safeguarding measure to prevent any immediate risk of harm. Secondly, as stated, the victim suffers with alcohol and drug misuse. Offers of support for tackling these addictions is always vital as there is a strong correlation with this substance misuse and criminality. Secondly to this, the Office for National Statistics (2020) showed that there is a strong correlation between drug misuse and lower personal well-being. In general, persons who misuse drugs perceive their own well-being as being lower. To support the victim with these issues, I have made offers to submit a public protection notification report with the intent of providing support. The victim has refused the offers of support and therefore it was not effective. This is clearly an appropriate and effective tactic in situations where the victim would engage. At the same time, the victim was also offered support for her mental health issues and signposted to appropriate local and national Mental health services.

The victim once again refused offers of support and did not wish to make a statement in relation to what had happened. Prior to joining the police, I always assumed that people would recognise and act in their own best interest. Since joining, I now understand that I did not properly appreciate the level of addiction and deprivation that some people live in and are reluctant to seek help. What I have found most frustrating is that we identify this vulnerability, see the potential benefits of support and then the victim does not want to engage. Whilst this is frustrating, I try to empathise with the person and remember that overcoming these challenges is incredibly difficult for them.

Whilst the offences themselves were quite minor, often low-level criminal damage or even just anti-social behaviour, it is important to recognise the potential impacts if they are not addressed appropriately. Even though the victim did not wish to proceed with a formal complaint, I continue to assess whether any action still may be appropriate regardless. The suitability of any approach by police or partner agencies always depends on the individual circumstances of the incident and persons involved. Whilst we were not able to

prosecute anyone in this incident, I ensured I made the neighbourhood policing team aware and contacted the local neighbourhood support unit arm of the council. Multi-agency approaches continue to be a key means of both supporting vulnerable persons and targeting offenders. Ultimately, whilst we can offer many different forms of support, it will be down to the victim to take some level of responsibility and accept these offers. If they are not willing to accept any change, then our input will not be as beneficial as it could.

In this instance, the victim is one who is repeatedly victimised. Repeat victimisation is defined as “being the victim of the same type of crime more than once in the last 12 months.” (Home Office, 2000). When someone is a repeat victim of either criminality or anti-social behaviour, it is important to look at tackling all aspects of the problem and not just the victim. The problem analysis triangle (PAT) was developed by John ECK (2010) to explain why crimes occur. Simply explained, the three main aspects are the victim (protected by a guardian), the offender (managed by a handler) and the place (controlled by a manager). You must assess all three of these factors to truly reduce this behaviour as repeat victimisation and repeat offending will often go hand in hand.

The most effective approaches to reducing repeat victimisation tended to be appropriately tailored and well-implemented situational crime prevention measures. (College of Policing, 2021) Simply put, the measures that are needed to reduce repeat victimisation are dependent upon the individual needs of the victim and the circumstances of the incident. There will not be a one shoe fits all approach to such incidents. This could include target hardening such as domestic violence alarms or CCTV installation to act as a deterrent. A problem-solving approach, often known as problem-oriented policing is the common approach in such incidents. This approach uses the OSARA model to look more deeply at the root causes of issues, evaluate the situation and then respond appropriately. It is often used in conjunction with other models such as the PAT and hot spot policing.

Tackling repeat offending is another key principle when trying to reduce crime. The Home Office (2001) estimated that 10% of active offenders are responsible for 50% of all crime committed. Therefore, it is clear to see that some people are causing a massively disproportionate demand on emergency services. As such, there is an emphasis on early intervention to prevent offending at a young age to stop people coming down this path. Research into adverse childhood experiences (ACES) is now used to show the potential impacts that negative early life experiences can have on a person's development. A joint approach from education, local authorities, healthcare, police and other agencies often work together to tackle offending at a young age. These agencies work together to divert young people from these lifestyles at an early age as it will be much harder to do so once they are

grown up and prolific offenders. It is important to target the causes of offending and not merely the symptoms of it. This public health ACES approach is one of the current methods of tackling this offending and is believed to be very successful. I have personally had an input on ACES and found the information staggering. I did not appreciate the correlation between these early experiences and the involvement in crime but now understanding this has caused me to do have more empathy with offenders, even if it doesn't excuse them.

In conclusion, police and other agencies should always adopt a safeguarding first approach towards vulnerable people. Saving life and limb is the primary principle on which the police are founded. Any methods of supporting them should be tailored to their own individual needs and based on the circumstances. The problem analysis triangle can be used to prioritise the three main aspects of a crime. There is currently a library of what works in consideration to repeat offending. Many strategies such as ACES public health approaches and MAPPA have shown to have positive effects on repeat offending.

(1375 Words)

Task 4

Relevant areas of the National Policing Curriculum: Conducting investigations and information and intelligence.

You must choose **a policing incident which is of serious and complex nature** in which you played a significant role with an offender/service user/victim and reflect on what happened.

Give a brief description of the incident including social and legislative contexts and any relevant cultural, ethnicity and language issues.

Consider how you have gathered, analysed and evaluated relevant information or intelligence from a range of sources as appropriate to the policing incident. Additionally, identify how you have developed the information and intelligence for the purpose of informing the tasking and co-ordination process.

Focus on how you have made use of the additional sources of intelligence obtained through this complex investigation and **explain** how you have **applied** learning from previous serious and complex investigations.

Your reflection must illustrate your understanding and application of core principles of ethics, equality, diversity and human rights, as well as any relevant Code of Practice considerations, culturally sensitive practice and language preference.

1750 words (+/- 10%: *include your actual word count at the end of each section*)

ANSWER:

In this essay, I will be describing a series of domestic violence incidents in which I played a primary role. I have chosen a domestic violence incident as it is a particularly prevalent subject during the current social climate. In fact, statistics have shown “the National Domestic Abuse Helpline supported 49,756 people, a 22% increase from 40,859 in the previous year” (Office for National Statistics, 2021). I will then discuss how I gathered, analysed and evaluated relevant information and intelligence from a range of different sources. I will highlight how I have then developed this intelligence for the purpose of informing the tasking and coordination process. Throughout this response, I will be using Borton’s reflective tool.

Since my posting at my current station, I have dealt with one prolific offender more than any other. Within the last year, this male has begun a crime spree that started with a number of domestic assaults and criminal damage incidents with his partner and has continued with domestic and commercial burglaries, car thefts and numerous fail to stop incidents with the police. The subject male is considered to pose a very real and severe risk to persons and

property. While the total number of incidents is spread over the entire force area, I have attended several of these incidents myself and had played a consistent part in the information and intelligence gathering operation since he has been on the run.

Innes and Sheptycki (2004) defined information as “bits of data that, when combined and viewed together with relevant background knowledge, may be used to produce intelligence, which informs the actions and decisions of policing organizations.” Intelligence can be defined as “Information that has been derived from many sources (some confidential) that has been recorded, graded and evaluated.” (Bryant and Bryant, 2020, p. 523)

Before discussing the specifics of this incident, it can be beneficial to understand the importance of information and intelligence at a more basic level within policing. The National Decision Model developed by the College of Policing (2013) is a five stage values-based decision-making model. The first stage of this model is gathering information and intelligence. Simply put, the first step in making any decision, is gathering the relevant information. Without this, you cannot proceed. Effectively conducting this stage will better inform the entire process. The importance of intelligence is stressed in other models such as the national intelligence model (NIM) and the concepts of intelligence led policing (ILP). The NIM is essentially a business model that uses gathered intelligence to instruct key policing priorities and is used across the UK. The intelligence is fed through the tasking and coordinating process. At this point, senior staff will make key operational decisions and then directed intelligence gathering will then be requested. This will then be a continuous process. The concept of intelligence led policing is a simple one and consists of using the gathered intelligence to counter crime. This instructs a proactive rather reactive approach with an emphasis on prevention rather than cure. Typically, as response officer, my own involvement with this process is limited. The tasking and coordination process typically does not deal with individual intelligence like I would usually submit and is more concerned with the overarching picture, the trends that have emerged from the data collected.

Initially, when the incidents began, there were just a few small domestic related assaults and damages. I attended these incidents and have assessed the scene and spoken to the victim, who was the ex-partner of the suspect. I have gathered information and intelligence from a variety of sources. I first obtained this information by taking an account from the victim. I then developed this information by carrying out house to house enquiries with the neighbours, taking photographs of the scene and damage and obtaining CCTV footage from the area. I also would spend time reviewing the history of the subject on all available police databases. When thinking about analysing and evaluating the information and intelligence gathered from

an investigation, this is more of an informal continual process. Whenever I was taking information, I was assessing whether the source was reliable and whether the content was corroborated by the other gathered evidence. I called on my previous experience and knew the importance of carrying out a thorough initial investigation. Prior to this, I had witnessed the effects of poor initial enquiries carried out by other officers and failing to follow those golden hour principles. This had often resulted in a loss of physical evidence and in domestic assaults, frequently the victim would change their mind about providing statements. I have used this learning to ensure that my initial investigations are always of the highest standard. Therefore, I believe it is important to treat every incident as if it has the potential to develop into something more severe which will ultimately be scrutinised by many senior officers. This approach has allowed me to ensure that I don't cut any corners.

At this point in the investigation, the information was collated for the purpose of the investigation, which was being handled at a basic command unit level. It is important that even at the early stages of such an investigation, attention is paid to legislation such as the *Criminal Procedure and Investigations Act 1996*. This investigation puts a responsibility on investigators to ensure that all material is recorded in line with the codes of practice. This ensures that the investigation is carried out fairly and thoroughly. Any investigation is expected to be conducted efficiently, proportionately and ethically, in line with the code of ethics for police officers.

The domestic incidents caused me a great deal of alarm. Prior to dealing with them, most of the domestic incidents had been low level and had even started to feel routine to a point. The violent nature of the assaults and the disturbing behaviour of the suspect was very concerning. I also found it to be one of the more emotive incidents I have attended as the effects on the victim were clear. I believe that dealing with this has helped me develop my empathy greatly and as a result I am now more patient and understanding with victims.

As time would go on, the nature of the incidents would change and there would be generally fewer domestic incidents and more burglaries and car thefts. The male was now a priority suspect and was allegedly responsible for dozens of offences. I undertook a large quantity of arrest enquiries for the male. This would involve travelling both his registered address as well as the address of any friends and family. During these enquiries, I would gather any additional intelligence as appropriate including any other contacts he may have and any

vehicles he may currently be using. Any information obtained could then be submitted as intelligence, which would be assessed and evaluated by the intelligence department.

As the crime spree continued and the suspect's behaviour was causing issues across the force level, it became apparent that additional resources and tactics were going to be needed to locate and apprehend him. At this point, this is where tasking and coordination began at the higher level. This is where targeted intelligence collection was initiated. Senior officers now directed us to carry out targeted patrols, checking up with the friends and family of the suspect daily. We would also make use of other additional means of intelligence gathering. Multiple open-source searches were carried out as the male had quite a reasonable social media footprint. This would often uncover photographs of vehicles that the male had on his Facebook or ones that he was selling on the marketplace. I would then develop this intelligence by running police national computer checks on those vehicles along with requesting that the intel department runs automatic number plate recognition checks on the index plate. "At present ANPR cameras nationally, submit on average around 60 million ANPR 'read' records to national ANPR systems daily." (Police.uk, 2021) This means that there is often plenty of data which could be used to locate the vehicle. If possible, I would conduct checks on the most common places within the area where stolen vehicles were stored or abandoned. This intel is then fed back up to the senior staff who would direct roads police teams and road crime car teams to attempt to locate the vehicles for seizure.

In conclusion, information and intelligence will be gathered at a wide array of sources when dealing with any investigation. This can include statements, photographs or videos, CCTV images, physical or forensic evidence and will depend on the nature of the incident. The evaluation of the information and intelligence will then be evaluated by the gatherer for suitability and reliability. In situations where the perpetrator is a prolific offender, the offence takes part in a crime hotspot or is part of a "series" of related incidents, the intelligence gathered is likely to be passed through the tasking and coordination group. This allows the group to take an appropriate tactical response.

This set of incidents allowed for a great deal of personal learning. As stated previously, it reinforced to me the idea that one simple incident could string into a series of more serious incidents. This potential ensures that everything I do is dealt with properly and to the highest standards.

Prior to this incident, it was really difficult for me as a response officer to see the larger picture of information and intelligence along with the ideas of tasking and coordination. Apart from dealing with sector priority suspects, you wouldn't often be able to see the clear

oversight from management. This was one of the most complex and serious series of incidents that I have dealt with to date and has allowed me to further my understanding of the process. I will use this to be better informed in similar instances in the future.

1647 WORDS

Task 5

Relevant areas of the National Policing Curriculum: Digital Policing, Vulnerability and Risk

You must choose an incident involving digital technologies and reflect on how you provided an appropriate initial police response.

Explain the immediate actions that you took to reduce the risk of harm caused by the incident. Detail who may be more vulnerable in this type of incident.

1500 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

In this essay, I will be discussing a serious policing incident that involved the use of digital technologies and reflecting on my initial response to that incident. I will be highlighting the significance of vulnerability in these types of incidents and highlight who in particular is more vulnerable. Europol (2020) highlighted that the COVID-19 pandemic has resulted in a “upward trend” in cybercrime and as a result, this incident is of particular relevance in this current climate. During my response, I will be using Burton’s reflective tool.

During a shift as an operational officer, I became aware of an outstanding call that involved an allegation that an adult male, who was known to the reporting person had sent sexual images into a group chat on the social media application Snapchat, that consisted entirely of children aged between 11-14. This clearly had the potential of being a very serious offence and I was aware of the potential consequences that this may have on the child victims. The NSPCC (2022) highlight some of the potential effects on the child victims as severe anxiety, suicidal thoughts and self-harm. I also noted that the victims would be considered vulnerable as a result of being under 18. Vulnerability is defined by the College of Policing (2020) as “a person is vulnerable if, as a result of their situation or circumstances, they are unable to take care of or protect themselves or others from harm or exploitation” Certain individuals are more likely to become victims of criminality involving digital technology. This is often youths and elderly persons, although the type of offences each is involved in will often vary drastically.

Prior to attending the scene, I have reviewed all records on police record management systems relating to the victim and suspect in this matter. This is essential as gathering information and intelligence is the first step contained in the national decision-making model developed and utilised by the College of Policing (2013). In doing this, I recognised that there had been a quantity of previous calls from both parties making allegations against one

another. I noted the importance that the suspect had no previous history relating to sexual offences.

I have attended the scene with a colleague. On arrival, I was let into the address by the parent of one of the involved children. She provided a quick account of what had happened and called the children to come downstairs and discuss what they had stated. There were two children involved from this household and a further one child from another. The youths explained that the night previous, they had been in a group chat on the Snapchat application when an unknown user joined. This person had a username that matched the first and last name of a person who the family had issues with. This person had then posted sexual images into the group. I recall at this time, I found it very unusual that a person who intended to send explicit images to children would create a social media account using their own name. The children involved were also being incredibly vague about how this suspect account gained access to the group and who invited it. The allegation did have some holes in it. However, the youths did supply evidence of the photographs being sent from the account. On assessing and reviewing the images, the photographs had clearly been manipulated and edited. I was unsure of the purpose behind this. One thing that surprised me the most about the whole incident, was the age of the youths involved and the fact that they were all actively engaged in social media. A study by Livingstone et al (2011) showed that 49% of children aged 11-12 have social media. Most social media websites have an age restriction generally beginning at around 13 years of age. These restrictions are in place for a good reason. I also found the whole experience quite uncomfortable, discussing topics of such a sexual nature with the youths involved. This is something that I will have to overcome in the future as these types of incidents are only likely to increase as we move further and further into digital reliance.

As part of my initial response to this incident, I elected to take an approach that started by educating the victims around the dangers of social media. Whilst there was still a criminal investigation to happen, I believed that providing security and privacy advice could be of a greater benefit in the immediate aftermath of the incident and could be beneficial in reducing any immediate risk in the short term. Safeguarding should always be a priority. I also made offers of support by means of victim focus and public protection notification (PPN) referrals. Victim focus can provide emotional and practical support to victims of crime or anti-social behaviour and this type of support can be essential for helping these types of victims to recover in the long term. A PPN submission ensures the child abuse unit will be aware of such an incident and has the potential to apply additional safeguarding when necessary. Whilst I was dubious of the account provided and the surrounding circumstances, I was aware of the necessity of making sure the youths felt supported. This could help reassure these persons if they needed to contact police in the future. Children can already be quite

apprehensive about reporting offences to police, and I wanted to ensure I did not reinforce any concerns that they may have had. "Research has found that children identify a range of risks associated with reporting crime including reputational damage, implications for their family and fears of significant physical reprisal." (Victim Support, 2018) Due to my approach, I am satisfied that I provided a good and suitable initial response to the incident, from my experiences I have seen the benefit of taking educational approaches when dealing with lots of digital offences. As in lots of these, if basic online safety measures had been carried out, then quite often this would have prevented offences from ever having been committed. Whilst still at the address speaking with the reporting person, I noted that the suspect had called the police to state that someone had made a fake social media account in his name and that the reporting person (and mother of the children involved) had made a Facebook post calling him a paedophile and asked people to share it. I found this extremely concerning as I am aware of the potential for a "mob mentality" and the effects such unsubstantiated claims can have. I explained my concerns to the female and asked her to remove the post as further investigation was necessary and such a post could have dramatic implications on the male she was accusing. She did comply and the post was taken down. At this point, my initial attendance as response was completed. I informed them of the next steps that would need to be taken. This would potentially include a "Charter" application to obtain communication data into the account that had been created. I then passed the incident onto the team that was relieving me and who would retain ownership.

In my experience as a police officer, both children and elderly persons are specifically targeted in cyber-crime scenarios. Young people are often inexperienced and unaware of the dangers that come along with using the internet. I have experienced more and more incidents of youths being victims of offences such as sextortion due to a lack of awareness of potential consequences. Digital offences involving elderly people often relate to the fact that they frequently lack understanding regarding how technology works. This makes them a particularly intriguing target for offences such as fraud (general scams). This is often exacerbated by accompanying mental health conditions such as dementia which can put them more at risk.

On reflection, one of the main points I have taken away from this experience is the ease of attempting to implicate people in offences using technology. Whether it's creating a fake account as is potentially the case in this situation or doctoring images, any moderately technologically competent person could engage in these practices and implicate someone in an offence. This experience was beneficial as it has ensured that I consider this possibility in all investigations going forward. I also hadn't considered the severity of possible consequences that such false allegations may have on the accused. Studies in false

accusations have shown possible negative impacts on their self-identity, reputation, psychological and physical health, relationships with others, attitudes towards the justice system, finances (Brooks and Greenberg, 2020) Previously, as I had not encountered such an example before, I was not aware of these potential consequences but it is something I will be mindful of in the future.

1462 Words

Task 6

Recognition and confirmation of progress on the Occupational Competency Portfolio (OCP).

By signing the section below you are acknowledging your continuing progress on O.C.P.

This is recognised by the university as work that is fully supporting this module BMPP 5003D; Policing in the workplace 2 and in signing it will be equivalent to 1000 words towards the 8000 words equivalent total.

Confirmation of the progress on the Occupational Competency Portfolio (OCP).

I confirm that I am progressing with the Occupational Competency Portfolio (OCP) in accordance with the regulations.

Signed: J. REYNISH

Date: 18th January 2022

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The bibliography should only include sources referenced within the workbook using the Harvard referencing system. Information about referencing in written assignments and how to avoid plagiarism can be found on Moodle. It is important that you are aware of the importance of ensuring that the work submitted is your original work.

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