

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.

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	1200
Task 3	Vulnerability and Risk	1400
Task 4	Conducting investigations Information and intelligence	1250
Task 5	Digital Policing, Vulnerability and Risk	1250
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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:

Over the course of this entry I will be documenting how I have dealt with the forces of organisational justice within the police service and detailing how I have been able to overcome these obstacles by strictly adhering to the code of ethics at all times. I will also highlight the actions that the police force has taken to ensure ethical standards do not falter. To strengthen my views, I will be using the CARL framework of reflection which will enable me to provide a context, explain the actions taken, detail the results from my actions and identify the aspects I have learned from this situation.

Within my relatively short time in the police there have been numerous incidents where I have encountered elements of organisational justice from both peers and colleagues. DeConinck (2010) has said “*Organizational justice, which is comprised of distributive justice, interactional justice, and procedural justice, has been the focus of research for more than 40 years. Although the three forms of organizational justice are related to each other, research shows they are independent in their relationship to employees' job attitudes*”. I have had to adapt and overcome to ensure my own standards did not fall below what I expect of myself and not allow them to provide me with a negative outlook towards others. When I first arrived on shift, I expected to be treated as the new member and expected a general level of hazing from the senior members, unfortunately I did not expect to be taken advantage of due to being new and inexperienced by those who I relied on to help and guide me in my time of need. It became apparent almost immediately that certain members of the shift did not see me as an equal due to my probationary status, I often found myself excluded from

conversations and on occasions where I was in a position of being double crewed for patrols with these individuals they refused to complete any of the necessary paperwork once the job was completed. They also informed myself that it was a probationers duty to support the seniors on shift and this meant carrying the workload, and as a result of this I quickly found myself overwhelmed with a workload that I was not capable of managing alone.

After some time, I realised that I could not continue this path and decided to speak with my Sargent and explain the situation. I informed him that I felt I was not being treated equally by others due to being a probationer and felt the behaviour I was experiencing was unfair and felt this was contradictory of the standards of Equality and Diversity expected of police officers, Blackstones (2020). P76 states “*Police officers act with fairness and impartially. They do not discriminate unlawfully or unfairly*”. I was very apprehensive at first to approach them, and due to this being an issue for me I requested my Sargent remain confidential and be discrete when addressing the responsible parties. This was a rather difficult thing for me to do as although I did not want to carry on and continue to be treated unfairly, I also did not want to become alienated from the members of my shift. I felt confident in their ability to remain confidential and address the matter on my behalf, confidentiality is a crucial attribute for a Police Officer. Police Officers treat information with respect and access or disclose it only in the proper course of police duties Blackstones (2020). P76.

As a result of speaking with my Sargent and addressing the issue, those individuals responsible for treating me unfairly almost immediately changed their outlook towards me and realised that at some point they were in the same situation as me and began to treat me as an equal which is all I wanted and a sense of relief came with it.

Although it was initially a negative experience, I have taken away some learning points. I too was guilty of not following the ten standards of professional behaviour for quite some time as the moment I was subject to being treated unfairly and discriminated against I should have acted immediately as those certain individuals have, themselves fallen below the expected standards of an officer. Blackstones (2020). P76 will say “*Police officers report, challenge or take action against the conduct of colleagues which has fallen below the standards of professional behaviour*”. Organisational justice is in place in every workplace and will always have an influence on others morale, and how fairly they treat one and other

will determine how cohesive the workforce is. Although there will always be instances of Organisational justice amongst teams, in the wider organisation police forces take every step possible to ensure that the codes of ethics are strictly adhered to at all times and does not tolerate any officers or staff who fall below this standard.

There are many steps that the Police Force take to identify any shortfalls and ensure standards are kept to a high level. Such methods that are undertaken by the Police Force are on a regular basis, Body Camera footage is reviewed and analysed to monitor the interactions with the public to ensure that each officers actions are respectful and the public are given the best possible service. Blackstones (2020). P76 says *“Police officers act with self-control and tolerance, treating members of the public and colleagues with respect and courtesy. Police officers do not abuse their powers or authority and respect the rights of the individuals”*. If it is found that these interactions fall below the standards of behaviour the police will as a result voluntarily pass this information to their own internal Professional Standards Department (PSD) or if the matter is more serious it will be referred to the Independent Office For Police Conduct (IOPC).

Inline with monitoring interactions with the public via Body Camera, victims will regularly be contacted by senior members of the force to ascertain whether the service they received from the attending Police officers were of an acceptable standard and they will be able to voice their concerns or grievances if they have any, this then ensures that officers are compliant in carrying out their duties. Police officers must remain meticulous and hardworking when carrying out their daily responsibilities Blackstones (2020). P76.

Over the course of this entry it is clear to see that Police forces in the UK do take steps to ensure that there are always high standards of professional behaviours from all its members, so the public receive the best possible service. Although organisational justice is often viewed as complex in nature, it all relates to the organisation and its members treating each other with respect and fairly which is encompassed in The Standards of Professional Behaviour and the Policing Principles.

Final Word Count – 1016 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.

1200 words (+/- 10%: *include your actual word count at the end of each section*)

ANSWER:

Over the course of this entry I will be detailing an incident I was involved in regarding a victim of Honour Based Violence and the steps that were taken to ensure her safety and offer the vital support she needed. I will also be highlighting my decisions in involving partner services, my decisions making process taking into consideration the limited information I had and documenting the potential impact of my decisions on the victim's life. Throughout this entry I will be using the Gibbs reflective cycle to support my decisions.

This incident was one that tested all the knowledge in which I have gained over the past 12 months and given the extreme risk involved to the victim, I knew my decision would have a lasting impact on her safety. In the very early hours of the morning I had returned to the station and noticed a young woman outside, frantically banging on the gates trying to get in. I immediately left my vehicle to offer support. As I approached, I was able to see she had serious bruising to her arms, neck and face and was deeply upset, I spoke to the female to try to establish what happened and it appeared she neither spoke nor understood any English, although due to her demeanour and body language I knew she had suffered an ordeal that

evening. Body language refers to several means of nonverbal communications and relates to how you gesture or the way in which you move your body. Tai (2014).

I took the victim inside the station as a place of safety and to get an initial disclosure. Blackstones (2020) P270 say's "*A place of safety could include social services residential accommodation, a hospital, a police station, an independent hospital or care home for mentally disordered persons*". Once inside the station I was confident that I had safeguarded the victim, so I attempted to gather an initial disclosure so I could establish how she had come to be outside the station in distress and with injuries. After a short period, I was able to calm the victim enough for her to take a breath and reassured her that she was safe. There was a significant language barrier due to the fact the victim did not speak any English, therefore I had to enlist the support of Language line who provide an on call interpreter to assist in situations such as this. It quickly came to light that this female was a victim of Honour based violence (HBV) which she had suffered severely for many years. Blackstones (2020). P290 states "*'Honour'-based crime can include domestic or sexual abuse, forced marriage, or female genital mutilation. It involves attempts to maintain control in a family or social group to protect certain conceptions of honour and will often involve violence, hence the term 'honour'-based violence*". The victim had been forced into a marriage to a physically abusive husband who frequently assaulted her and locked her in the home with no outside interactions for years and she had escaped that evening through an open window.

Initially I assumed that this was a typical domestic assault and that the victim had left her partner and attended the station in order to make a complaint, however once I realised this was HBV I felt a sense of panic. I knew very little about the victims culture or beliefs and my only experience of HBV was what I had learned 12 months ago from a PowerPoint presentation during my initial training, and now that I was faced with this scenario in reality I feared I did not know enough to be able to support the victim as she deserved. As we both sat there and I listened to the victim's disclosure, the horrific conditions and abuse she had suffered for a number of years, I realised my minor anxiety with regards to not knowing enough and not being equipped to manage the situation was no comparison to what the victim has suffered and I had to provide her with the best service in order to make her feel as safe as possible.

My first and foremost priority was to ensure the victim was safe and out of harm from her husband, I was confident that the victim was safe, however I knew this was only temporary

and that ongoing support was crucial. In order to decide my next steps, I realised I could not do this alone with my limited experience and would require the support of a multi-agency approach. According to Blackstones (2020). P160 *“The police are required and encouraged to collaborate with a number of agencies in investigating crime, and on issues concerning public protection”*. Firstly, I decided to contact a Detective Sargent to gather some actions as they are more experienced and to establish if there were previous reports on the system to gather a history. Unfortunately, due to being a prisoner in her own home, the victim had no access to a phone and so years of abuse had gone unreported. Once I had provided the initial disclosure to the relevant department, my main concern and primary action was to provide ongoing safeguarding for the victim. I knew I had to act fast to safeguard the victim and address her needs, so I contacted local support services such as Women’s Aid and the Black Association of Women Step Out (BAWSO) for victim support and safe accommodation. BAWSO’s website states *“BAWSO provides support to women and their children who are experiencing or threatened with Domestic Abuse as well as delivering a wide range of support services throughout Wales. The specialist services provision are Forced marriage; Honour based violence, FGM, trafficking and prostitution”*. This was vital as these agencies have extensive experience in these situations and by working together with the police are able to provide levels of support that would not be possible without partnership working. Lastly, through communication with the victim I was able to establish the name and address of the victim’s husband which allowed officers to implement an arrest.

Overall, I feel the incident went as well as I could have hoped and from a policing point of view I had achieved what I set out to do which was safeguard the victim from any further harm and identify an offender who was taken into police custody for his actions. I felt my interventions were vital in providing safety for the victim, not only for that evening, but going forward and hopefully allowing her to lead a normal life. Unfortunately, when speaking with BAWSO support workers I soon realised that it was not just the physical and emotional abuse the victim would have to live with but also the shame which was brought upon her family due to not honouring the arranged marriage. I had little to no knowledge of Muslim culture prior to this encounter and therefore this came as a shock to myself. Blackstones (2020).P290 state *“The victim can be physically, emotionally, or psychologically pressured to marry by means of threats, physical or sexual violence or other forms of coercion directed at the victim or a third person”*. The victim went on to explain that she has failed her faith as she has broken her oath to her husband and stated that she would now bring shame upon her family and risk the

possibility of being shunned by them due to leaving her husband and wishing for a divorce. To me this was difficult to hear the victim speak as though she had committed a crime and I was very shocked to hear she felt she has done wrong.

If I found myself in a similar situation again I would feel rather confident that I could effectively deal with the matter and I have come to realise that some situations police officers cannot deal with alone and that the best options available are to request the support of partner agencies and adapt a multi-agency approach for the victims welfare. The main thing I will take away from this experience is how some cultures view situations differently to others. I feel I only concentrated on the policing aspect rather than the situation as a whole, and it was only when it was explained to me by individuals with greater knowledge than myself that I realised I did not consider the implications of my actions towards the victim's culture due to my lack of knowledge. In future, to ensure this does not occur again I will enlist the help of others who may be more experienced with other cultures, speak with individuals from diverse cultures to gain knowledge or seek help from reliable partner agencies. Bartunek (2011) states "*The best way to bridge cultural gaps is through social contacts and visiting the other culture*".

Final Word Count - 1287

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.

1400 words (+/- 10%: *include your actual word count at the end of each section*)

ANSWER:

During this entry I will be covering an incident I was directly involved in, whereby a vulnerable female who had both mental health problems and disabilities was routinely exploited by a group of males, and detailing the various steps taken by the police and partner agencies to combat and resolve the issue at hand. I will also be explaining actions that help to prevent a person becoming a repeat victim, how to tailor each approach to a victim and the actions that police and partner agencies can take to ensure these offenders are not able to repeatedly target the vulnerable. To make my points and to strengthen my views I will be utilising the CARL framework for reflection.

During a shift I was tasked with carrying out a welfare check of a female in a local housing estate who had not been seen for quite some time. The caller was from the local authority who became concerned once the female had missed several appointments to discuss her benefit payments and requested the police attend to complete a welfare check. I put myself forward for this task and attended the address.

Upon arriving at the location, I instantly became concerned for the welfare of the female due to the sheer amount of empty alcoholic containers that littered the front of the flat and the entrance. After conducting a series of checks on the address I was able to establish who the

occupant was and learn that she had a long history of mental health problems and was well known to mental health services for her diagnosis of schizophrenia and paranoid thoughts, however had not been seen by them for quite some time. Gangl et al (2020) state *“Schizophrenia is a disabling disorder with tremendous individual burden, reduced quality of life, leading to intense costs for society. Paranoia is a central feature of schizophrenia. In particular, paranoid experience is thought to be associated with aggressive behavior, and poor social and functional outcome”*. With this latest information my concerns grew, whilst conducting house to house investigations I was informed by neighbours that they had not seen the female leave for quite some time but had noticed several men arriving at all hours and allowing themselves inside the address. After a considerable time attempting to gain access via knocking, I decided that I would contact the local housing authority to ascertain if they could be of service. Given the circumstances, it was arranged that they would facilitate entry into the property so a welfare check could be conducted on the female. The college of policing website will say *“When conducting safe and well checks (also referred to as welfare checks) on people who are vulnerable, the police are required to locate people at risk of harm and seek to manage any safeguarding risks. Sometimes these risks arise from mental vulnerability”*.

Once entry was gained into the property it was obvious that my initial concerns were justified, the home was in disarray with cigarettes, drug paraphernalia and empty alcohol bottles scattered around the flat. As I made my way through the waste, I was able to see the female sat on a chair who appeared not to have a care in the world and not at all concerned as to why I was inside her home. I spoke with the female and explained my reasons for being there, I expected an obstructive and hostile response from the female however to my surprise she was extremely forthcoming. When asked why she had not attended her appointments the female stated that she could not leave the address as the world outside was not safe for her. This was alarming to me and upon asking further questions, the female began to disclose several crimes she was a victim of and it was obvious she was a victim of exploitation due to her vulnerability. Blackstones (2020). P295 claims *“An adult (aged 18 years or over) is deemed to be vulnerable (Department of Health 2000) if he/she: needs (or may need) community care services due to mental, physical, or learning disability, age or illness, cannot protect him/herself against significant harm or exploitation”*.

The female explained how several men attend the address to “Keep her safe” from people who she believed were out to harm her, provided her with drugs and alcohol and exploited her for

sex as ways of payment for this protection which they claimed to give. I was utterly shocked when hearing the female explain in a casual manner the horrific ways she had been exploited, as it was clear this female was vulnerable due to a severe mental health condition. I contacted the Approved Mental Health Professional (AMHP) in the control room for further advice and guidance, the AMHP was able to inform me that the female had not been seen for over six months for her mental health and that she urgently needed to be seen by the crisis team in the local mental health suite. Fortunately, the female built a rapport with myself through conversation and willingly agreed to attend the hospital with me in order to get the help she desperately required. Blackstones (2020). P268 say's *"Establishing good communication may be difficult, but is essential when dealing with a person with mental ill health. You should explain what you are doing and repeat it, to ensure that you are being understood"*.

Once the female was safeguarded, my main priority became ensuring that this safeguarding continues and that could only be achieved through partnership working. Blackstones (2020). P296 will state *"A multi-agency approach to communication and decision-making may safeguard the victim and prevent further abuse by addressing the immediate protection needs of the victim at the earliest opportunity"*. I contacted the housing authority and requested the female be moved from the area in order to remove the opportunity for the offenders to be able to repeatedly exploit the victim, and with the victim's consent I also made referrals to offer some support. By contacting the housing agency, the victim was removed from the area and therefore reduced the risk of the offenders continuing the exploitation. It was important to tailor my response to the victim's needs, ensure that the correct services were contacted, and suitable information was provided to enable those services to effectively safeguard and support the female at every step. By offering a tailored approach, providing the victim with the information, multiple agencies and supporting them throughout this will give them the strength and confidence they need to enable them to take adequate steps to remove themselves from the cycle of being a repeat victim in certain situations. Robinson (2006) has said *"Results showed MARACs to be invaluable: Agencies assisted victims more efficiently, primarily through enhanced information sharing. MARACs improve victims' safety because both police and victim data revealed that 6 in 10 victims had not been revictimized. These positive results demonstrate the benefits of a coordinated community response"*.

As a result of the intervention by the police the female was no longer subjected to being repeatedly exploited by these offenders and was now in a place of safety. Vulnerable victims

are always at risk of becoming repeat victim and without the support of partnership agencies, the police would not be able to effectively safeguard a victim as each service is able to cater to a different need for the victim that can only be achieved by working closely together and taking a multiagency approach. Although the police are often the first point of call for incidents involving mental health, it is unfortunate that they are not fully equipped to deal with the situation as effectively as it should be as the training or resources are not available, Lane (2019) says *“Despite estimates suggesting that around 15% of UK police incidents involve people with a mental health concern, officers receive very little mental health training. The police have faced high-profile criticisms over their handling of mental health-related incidents, whereas the underfunding and fragmentation of UK mental health services has led to concerns that police officers are being forced to undertake a primary role in mental health care”*. There are many ways in which the police work with partnership agencies, one of them being by issuing a Public Protection Notice (PPN) this is shared with the partner services and gives the police an opportunity to highlight their concerns to the correct agency.

Of course, the partnership working method will only be successful if information is freely shared and easily accessible, this can be done via an information sharing agreement (ISA).

In relation to combating repeat victimisation this goes hand in hand with repeat offending. Once the victim has the support avenues and services providing the service they require then this will reduce the opportunity for the offender to continue their criminal activity and therefore reduce the chance of reoffending and repeat victimisation, by offering the victim a way out and giving them the support they require.

In conclusion after reflecting on this incident it has become evident that the female in this situation was ultimately let down by multiple agencies and if there was more clear and frequent communication between each service, then potentially the harm and exploitation this victim endured could have been reduced drastically. Given the fact that she was known to mental health services but had not been seen for a number of months could have been a factor as to why she had deteriorated so much with regards to her mental state which contributed to her being more susceptible to exploitation and her vulnerability. Along with this the housing association does not conduct routine checks on its most vulnerable tenants which, if left unchecked can lead to exploitation as it did in this instance. There is evidence to support the failings of partnership working previously, such as the Fiona Pilkington case, Blackstones (2020). P296 states *“A damning IPCC report drew attention to the fact that Leicestershire*

Police had failed to properly identify the Pilkington's as vulnerable and to liaise with other agencies in order to provide proper support. The case highlights the importance of effective communication between agencies in the implementation of effective protection strategies for vulnerable adults". The police in most cases are the first port of call for mental health episodes and these individuals suffering are often repeat victims due to exploitation through their vulnerabilities. It is vitally important that rather than trying to stem the problem that it is explored in detail and a long term solution is sought after, which can and only will be achieved by working together utilising a multidisciplinary approach and pooling every agencies particular skillset for the good of the victim.

Final Word Count – 1421.

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.

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

ANSWER:

Over the course of this instalment I shall cover an incident of High-Risk Domestic Violence which was complex in nature and challenged my knowledge considerably. I will also explain and document the steps took to evaluate and analyse the limited intelligence I had, how I obtained further details by using various sources, previous knowledge from similar events to implement a working strategy and finally, documenting how my actions were in line with the code of ethics and code of practise to ensure the vicitm and offender were dealt with accordingly. To reinforce my views, I will be using The CARL framework of reflection.

One afternoon, I was made aware of a possible on-going domestic violence (DV) in an affluent area. The details were vague as they were made by a third party who stated that they could hear a male shouting and that it seemed to be heated. I knew from previous experience, domestic violence calls are rarely straight forward and each one is a challenge to ascertain the details of the event due to various reasons. Garcia-Moreno et al (2006) all claim “Violence against

women is now widely recognised as a serious human rights abuse, and increasingly as an important public health problem with substantial consequences for women's physical, mental, sexual, and reproductive health". Before arrival, I wanted to be armed with all the available knowledge I could in order to ensure I arrived at scene with enough knowledge to implement a working strategy using the National Decision Model, Blackstones (2020). P80 states "*As professionals, the police have to be able to make decisions in uncertain conditions, and the first consideration should be the public safety and security*".

Given that this address was unknown to me and I had no previous dealings with the occupants I requested that the Force Control Room carry out checks on the force system to establish if there were any previous calls of a similar nature. I was advised that there were four previous calls of a domestic nature and that no further action had been taken in each due to both occupants stating there was no disturbance and that they were only shouting due to the property being so large when they were in separate rooms they had no other option but to shout to be heard. This information made my suspicions arouse more since it was not an isolated incident and the reason did not seem plausible to me. As a result I requested further checks to be conducted on the occupant via the Police National Computer which returned information which supported my initial concerns, Blackstones (2020). P94 says "*The PNC is a large database containing information on, amongst other things, people (e.g. those with criminal records), vehicles (including registered keepers), driving licences and property*". The male had a plethora of warning markers for violence, weapons, escaping and resisting arrest. Due to these markers I decided it would be safer to ask for further units in the event that there was more than what meets the eye upon my arrival.

With this influx of information, I was satisfied that my initial concerns were justified, I felt I had obtained enough information to allow me to implement a working strategy and plan my approach. I requested support from officers equipped with a taser due to the warning markers for weapons, resisting arrest and violence. I also felt the requirement for more officers at the location due to the offender previously escaping in previous arrest attempts, as such I decided to place officers at the rear of the property if the offender escaped via the rear entrance upon arrival or after resisting. The decision to call for further units was one that I have learned from previous experiences and is a lesson that has been vitally important to my development, Bas (2014) claims "*History shows us that experience is almost always the best teacher. One certainly learns from one's own experience*". In situations such as DV in my experience your

first instinct is usually correct and it is always an advantage to have another officer there to strengthen your decisions and concerns, as incidents like DV can have catastrophic implications on the victim if left untreated.

Upon attending the address, it was clear to hear a male inside shouting loudly whilst making my approach to the property. I activated my Body Worn Camera, rang the doorbell and the shouting immediately ceased. Moments later the male inside the property answered the door in a calm manner and asked how he could help us, I explained the reason for attendance was due to a report of a disturbance which he dismissed and stated that if I looked at the previous incidents I would be able to see that the shouting was due to the distance between the rooms in the property. Armed with information I had gathered before arrival I was not willing to accept this explanation so I informed the male that I would like to speak with his wife to establish the facts for myself. Once I stated this I could see the male become physically uncomfortable and he began to challenge me asking if I had a warrant, fortunately from previous experiences of DV I knew I had a power of entry under S17 of PACE as I suspected the victim had been harmed, which I exercised to the male's dismay. Blackstones (2020). P295 says *"The police have the legal power to enter and search premises to save life or limb"*.

Once inside the property both parties were separated as is force policy to ascertain the facts of the incident. I took the decision to speak with the wife as I wanted to establish the events that had led to police being called five times by various callers, at first she was guarded and would not interact with me despite asking a number of questions, I was met with the same response. Throughout the conversation the wife's mannerisms seemed very trepidatious to me and she seemed to be clutching her arm a lot, at this point I asked to see her arm as again from being involved in many previous DV's I knew there was something not right. Tai (2014) said *"Body language is a term for different forms of communication using body movements or gestures instead of, sounds, verbal language, or other ways of communication or thinking by the way you place and move your body rather than by words"*. Reluctantly she did raise her sleeves to show me horrendous bruising throughout her whole arm, I asked how the bruises occurred to which she gestured towards her husband. At this point I was confident I had gathered as much information as possible, worked through the Nation Decision Model and as such I implemented an arrest of the offender.

Due to the offender now being in police custody the victim was temporarily safeguarded so an investigation could take place. I explained the process to the victim who was extremely reluctant and adamant she would not support police action and would not be responsible for her husband losing a high paid job despite disclosing years of abuse which alarmed me. I continued to stress how important her co operation would be and explained that there were various safeguarding procedures in place to ensure her safety, but no matter what was said she continued to refuse to make a formal complaint.

I realised that the victim would not co-operate regardless of what I said to her but fortunately I had been involved in a similar incident previously and given the fact I had documented the entire interaction from my arrival to the disclosure of abuse by the offender I had gathered enough information and intelligence to progress this as a victimless prosecution. Ellison (2002) has said *“A number of states have gone as far as to implement novel measures designed to facilitate the prosecution of domestic violence without the participation of the alleged victim; so-called ‘victimless’ prosecutions. In other words, prosecutors have begun to treat cases as though no victim were available to testify”*. I explained this to the victim and stated I would be seeking advice from the Crown Prosecution Service, although she did not say anything or react to this information verbally, I could physically see the relief that this news brought to her.

From this incident I was able to take away multiple learning opportunities that have since improved my professional development. The most important lesson for me is the importance of gathering and evaluating the available information from various sources to be able to arrive at scene armed with knowledge of all occupants to allow you to act accordingly. This was the fifth call in a space of as many months, potentially if the correct checks were conducted beforehand then this victim may have been safeguarded long before. The importance of knowing your powers and force policies are crucial in any complex investigation such as domestic violence incidents, if I had not followed protocol and not activated my Body Worn Camera I would not have captured the initial disclosure of the victim and been able to progress with a victimless prosecution, which in turn could have had a dramatic effect of the victim's safety later on. Being aware of alternative measures such as a victimless prosecution was pivotal in this investigation as there is always a way to safeguard a victim. By drawing on previous experiences the desired outcome was reached.

Final Word Count – 1374.

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.

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

ANSWER:

Throughout this entry I will be detailing an incident I was involved in whereby an elderly female had fallen victim to cybercrime, which in turn had a detrimental effect to her personal finances, her daily confidence and mental health. I will also explain the steps I took to limit the damage already caused by the fraud and identify why the older generation are more susceptible to this form of crime. To highlight my point, I will be using the CARL framework of reflection.

Whilst on patrol in my local area I was made aware of an elderly female who had contacted police after attempting to pay for some items at a shop and being informed that she had insufficient funds in her account to purchase the items and was in a state of confusion. I attended the home address of the victim to establish what had occurred. Once inside the address I spoke with the victim who explained to me that before returning home, she checked her account balance at an ATM machine and was horrified to see that her account was empty and over £1500.00 had been taken from the account without her knowledge. The victim was understandably distraught and panicked and could not comprehend how the money had been taken from the account as the bankcard was always kept in her purse which did not leave her sight. At this point it became clear to me that since the card had not been taken physically, the

only other option I could surmise was that the victim had become another target of an online 'Phishing' scam. Jansson and Von Solms (2013) have both previously stated "*The Oxford English Dictionary defines phishing as: the fraudulent practice of sending emails purporting to be from reputable companies, in order to induce individuals to reveal personal information, such as passwords and credit card numbers, online. Thus, phishing electronically deceives a user to conform to some action, subsequently, divulging sensitive information*".

I asked the victim if she had received any contact from her bank recently via telephone or email, she went on to state that less than a week ago she received an email from her bank stating that there was an issue with her account and that she needed to follow a link and provide her account details to rectify the errors, I asked to see the email and after reading I was able to confirm that she had become a victim of cybercrime. Cases involving Phishing scams have become far more prevalent in of late, unfortunately the majority of the public do not have enough awareness to enable them to fully protect themselves against these scams and the consequences of becoming a victim has long lasting negative effects, Jansson and Von Solms (2013).

I began to explain the situation to the victim who immediately became very upset and tearful and stated how ashamed she was to have believed the email. I attempted to reassure the victim and explain that phishing scams are becoming more sophisticated and assured her that she was not the only one who has fallen victim to this crime.

Once I had identified the crime and reassured the victim to a calmer state, I began to implement a safeguarding procedure for the victim. This situation was somewhat different for me as I had become accustomed to having a physical offender, whereas the offender in this situation could be anywhere in the world. As the victim was very elderly and distraught I decided the best course of action would be to help her as much as possible where I could. I advised her to contact the bank and explain the situation so they could attempt to stop the transaction and potentially reclaim the money. Sadly as the money had already left the account they were unable to return the money instantly and advised they would have to set up an investigation. This was not the news the victim wanted and she continued to place the blame on herself and became angry that it had happened to her. Button et al (2014) claim "*A study of the impact of identity fraud found some victims' emotions were affected. Some became worried about someone accessing their personal details. Others became agitated and distressed. For some this led to feelings of*

violation, stress and anger. Research on mass marketing scams has also found some victims suffer stress, anxiety and loss of self-esteem”.

Unfortunately, in situations such as these there are limited options that are available to police on scene, first and foremost the most important action to take was to contact the bank and raise the issue. Once the bank had been notified, I advised the victim about Action Fraud who are a fantastic resource in incidents such as this and work continuously to help prevent cyber fraud on a daily basis, taken from their website Action Fraud state *“Action Fraud is the UK’s national reporting centre for fraud and cybercrime where you should report fraud if you have been scammed, defrauded or experienced cyber crime in England, Wales and Northern Ireland”*. I reported the incident to them as well as providing the victim with the resources to be able to identify any future incidents of potential phishing scams, Action Fraud go on to state on their website *“We provide a central point of contact for information about fraud and financially motivated internet crime. People are scammed, ripped off or conned everyday and we want this to stop”*. As the victim had no concept of online security and her knowledge of computers were very limited I took it upon myself to provide extra online security such as downloading anti-virus software in the event that any trojan malwares had been installed, Blackstones (2020). P505 will say trojan malware is *“A form of malware which is ‘smuggled’ into a computer or network and which then preforms unauthorised actions such as deleting data or secretly providing a ‘backdoor’ to enable another person to take over an infected computer”*. I updated the browser to incorporate the latest security patch and advised her to change all passwords immediately. Once I was satisfied that I had done all I could at the scene, I passed on the details to the force’s cybercrime team in the hope they would be able to identify an offender and return the money to the victim.

As a result of the initial actions by myself the victim now has the potential to recover the money lost through the banks investigation. And importantly, whereas before the term ‘phishing’ was non-existent to her prior to my involvement, she now has a firm understanding and knowledge of the key points to be able to identify future cases of phishing scams and safeguard herself in future.

Ultimately anyone can fall foul to phishing scams but the vast majority are the elder generation. Munanga (2019) has written *“According to the FBI (2018), several factors play into older adults being prime candidates of cybercrime. Their credit history and the simple fact that they*

are part of a generation that is generally trusting and helpful fuels such crimes. To further complicate matters, and perhaps skew data, the FBI notes that older adults are less likely to report cybercrimes to law enforcement". This is due to more and more elderly people using the internet in recent days as many services available to individuals require access to a website or email. As such without the knowledge of how to protect themselves from becoming victims and this leaves the elderly vulnerable to exploitation and financial loss. The vast amount of elderly internet users are ill-equipped to deal with the growing complexity of phishing scams that are present today, this is partly due to the internet and all its services still being a relatively new service to them and with the vast amount of elderly internet users falling foul to fraudulent actively, it only increases their scepticism to use the internet.

What I have taken away from this incident is that the internet is a fantastic resource and in many cases has given the elder generation access to services that were not available for them previously and gives them independence, Munanga (2019) later says "*What compounds cybercrime is the fact that more and more older adults are spending time in cyberspace. Data show that older adults across America are going online in record numbers, with many older adults opening social media accounts*". However due to many users having little to no knowledge of effective anti-virus software or general internet security procedures they are a prime target for opportunistic fraudsters.

Final Word Count – 1126.

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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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