

Graduate Diploma in Professional Police Practice

LEVEL 6 - 40 Credits

**Workbook title: Competency Based Workbook 1
(DHEP)**

(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 3 (DHEP)

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 Graduate Diploma programme. Essentially, you are being asked to outline your experiential learning based upon your theoretical understanding in a range of operational situations.

Area of Professional Practice covered, (called elements in your module descriptor):

- Wellbeing and Resilience
- Communication Skills
- Managing Conflict
- Valuing Difference and Inclusion
- Criminal Justice
- Decision making, discretion
- Conducting Investigations
- Criminal Justice (Managing offenders)
- Problem Solving
- Evidence Based Policing
- Maintaining Professional Standards
- Public Protection.

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;
- You should upload your completed document as a saved pdf file of this workbook; if this is not possible then a Worddoc file is acceptable. Do not send a scanned file from a photocopier, an apple.dot file or a Microsoft publisher file as Turnitin will not be able to assess them, despite you being able to upload them.

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	Bibliography	
Task 5	Development Plan	Equivalent to 500 words
Task 6	Recognition and confirmation of the progress of your Occupational Competency Portfolio (OCP)	Equivalent to 500 words
	Confirmation of Confidentiality and Plagiarism <i>Confirmed by submission through `Turnitin</i>	

Task 1

Relevant areas of the National Policing Curriculum: Developing Resilience

Guidance:

Focussing on your initial 6 months of learning and since being attested as a Police Constable, **discuss and compare** the coping strategies you have applied to develop resilience and minimise stress.

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

ANSWER:

This assignment investigates the coping strategies I have implemented to develop resilience and minimise the effects of stress during my initial training period. The need for effective coping and stress management techniques is evidenced as 'Policing is considered one of the most mentally taxing professions consisting of threats of violence and lack of public support (McCarthy and Atkinson, 2012, p. 42). Additionally, Hartley *et al.* (2011, p. 213) state how police officers suffer mental health problems at a greater rate than the general public, therefore clearly highlighting the need for well engrained coping mechanisms.

White (1985, p. 111) found that longer serving officers reported lower levels of stress than their less experienced counterparts as a result of developing more advanced coping strategies and more resilience when dealing with traumatic events. Therefore, developing effective coping strategies early in my policing career is essential to maintaining good health and ensuring my longevity within the police force.

Stress can be defined as 'The disruption of the body's homeostasis or a state of disharmony in response to a perceived or real threat' (Chrousos and Gold, 1992, p. 1245).

Rudofossi (2009, p. 200) noted that over the course of their careers, Police Officers can be expected to encounter 10 – 900 events that can be classed as extremely stressful or traumatic. This alone clearly evidencing the need for several coping mechanisms to be implemented by officers to deal with stressors.

Haglund *et al.* (2007, p. 894) describes resilience as 'The ability to successfully adapt to stressors, maintaining psychological wellbeing in the face of adversity'. Whilst, Luthans (2002, p. 695) refers to psychological resilience as the capacity to rebound from failure, uncertainty or adversity.

There is a wealth of literature that details coping mechanisms to minimize stress and prevent burnout, these include Exercise (Salmon., 2001, p. 37), Religiosity (Beehr *et al.*, 1995, p. 7; Mosert and Joubert, 2005, p. 42), Humour (Martin, 2001, p. 504) and seeking social support from peers (Patterson, 2003, p. 217)

Research has also found when faced with several stressors, police officers have historically turned to coping mechanisms that are detrimental to their health such as enhanced alcohol consumption (Menard and Arter, 2013, p. 40) and repressing their emotions (Gershon *et al.*, 2009, p. 275).

During my first 6 months of training to become a police officer there have been various stressors placed on myself, these include the vast amount of legislative knowledge that is required to be retained in order to perform the role of a police officer at an excellent standard. Furthermore, the training course encompassed several role play activities, I personally found these initially stressful due to the fear of the unknown.

Furthermore, the summative side of the course entailed two academic exams, these brought additional stressors which required several coping strategies to overcome, these strategies will be outlined below.

The coping mechanisms I have utilised encompassed primarily physical activity, both cardiovascular and resistance based, animal therapy and chunking my workload into manageable sessions with regular work breaks.

My primary method to deal with various stressors has been regular gym visits. Exercise has been proven as an effective way of reducing stress levels as a result of the brain releasing serotonin and dopamine which positively enhances mood (Esch and Stefano, 2010, p. 47; Greenwood and Fleschner, 2011, p. 140).

Additionally, previous research has shown how exercise results in physiological adaptations that improve the way the body deals with stressors (Spalding *et al.*, 2004, p. 553). As an active individual I surpass the current health recommendations of 150 minutes of moderate intensity exercise or 75 minutes of vigorous intensity aerobic exercise per week (Jackson and Dishman, 2006, p. 571) that is needed for these adaptations to occur.

I would always start sessions with 30 minutes of cardio on the treadmill. Damrongthai *et al.* (2021, p. 7) demonstrated how a 20-30-minute bout of exercise has calming effects that last for several hours, this was

beneficial as it prepared me for the resistance element of the workout. Furthermore Spalding *et al.* (2004, p. 557) found that endurance training induces adaptations that decrease the myocardial workload and make the body more efficient in dealing with stress.

I would always incorporate a variety of resistance machines and weights into my workout as Spalding *et al.* (2004, p. 558) demonstrated that this method of training resulted in adaptations to the cardiovascular system which lowered an individual's blood pressure making their body more resistant to stress.

I found that going to the gym on a regular basis during the initial 6 months of training very beneficial to building resilience and minimising stress as for several reasons, the physiological reasons as outlined above and the transferable mindset that can be applied to a work out and a career in policing, I took great comfort in reflecting and comparing the small but regular improvements in the gym to that of the improvements I was noticing in regards to my development as a constable, this had a substantial impact on my stress levels and building my resilience as I viewed the whole process as more of a journey rather than just aiming for the end result.

A secondary method I utilised to minimise the effects of stress was animal therapy. Anderson *et al.* (1992, p. 299) noted that males who owned a dog had lower blood pressure and stress levels than their counterparts who did not own a dog. Companionship, entertainment and meaningful interactions are just some of the benefits pet ownership adds to a person's life (Bloudin, 2013, p. 281). Bowlby (1969, p. 6) stated that maintaining close proximity to animals was essential to allowing humans better cope with the stressors in day to day life. My coping mechanism was to take my dog for regular walks and spending significant time in his company. Westgarth *et al.* (2017, p. 936) states how stress is relieved through simple recreational dog walking routes. I found simply being in the presence of my dog significantly lowered my stress and anxiety levels, especially when the examination period was approaching. These findings are in accordance with (Stallman, 2010, p. 250; and Eskin *et al.*, 2016, p. 374) who found that university students perceived greater psychological distress than members of the general population.

I found that when combined with the previously mentioned methods that animal therapy was essential to my success during initial training and managing my stress levels as it is well documented that 'stress is the greatest barrier to students achieving their desired results (Dewald and Larry, 2016)

Wells (2009, p. 523); Kattcher and Beck (2010, p. 52) showed that simple interactions with animals, specifically dogs reduced levels of loneliness, I found this during my initial training as my dog is a loyal companion and always willing to provide comfort, this is in accordance with Kurdek (2008, p. 250) who stated dogs alleviate stress and provide unconditional love. In addition, the researchers found how these interactions lowered levels of perceived stress and depression. My personal experience during training is in accordance with this along with these interactions increasing my mood as suggested by (Crossman, Kazdin and Knudson, 2015, p. 653). These findings can be further documented as Sokal, Bartel and Martin (2021, p. 111) detailed significant reductions in stress and increases in mood immediately after interactions with animals.

The final technique which I used to minimise stress and develop resilience was the use of consistent and effective revision techniques. Whilst there has been a wealth of research into the correlation between revision and exam results, there has been conflicting evidence on its effectiveness based on individual preferences. However, Benjamin *et al.* (1984, p. 135) concluded that revision around a topic would ultimately result in a positive outcome, additionally they also found that those who had done sufficient revision reported significantly less stress in comparison to their counterparts who reported not having done enough revision. Kruger *et al.* (2005, p. 730) found that revising exam answers is beneficial and highly correlated to exam success whilst Payne and Brown (2011, p. 620) found that revision resources supported learning and aided in examination skill acquisition. Specifically, the authors note the use of past papers to improve exam question literacy. This was essentially my main method, through analysing the example questions provided by the university it allowed me to determine the structure and weighting of questions which ultimately allowed me to tailor my revision around this, thereby reducing stress and anxiety. This is in accordance with Higham and Gerrard (2005, p. 30) who determined that revision improved test scores. Through working through multiple exam questions, in addition to creating my own questions from learning resources provided, I would test myself on a regular basis. Through repetition I would become more confident in answering the questions, ultimately building up my resilience in preparation for the exam period. I am in agreement with Metcalfe (2002, pp. 350) who found that revision exam material provided greater control over metacognitive processes which ultimately lead to greater academic outcomes, and reduced stress and anxiety around the examination process. Finally, research has detailed how using a well-structured revision plan positively affects metamemory which is positively correlated with exam scores (Koriat and Goldsmith, 1996, pp. 5). Through a combination of the techniques outlined above I was able to positively reduce stress to a manageable level and build my resilience, allowing me to overcome any challenge encountered during the initial training period.

Word Count - 1565

Task 2

Relevant areas of the National Policing Curriculum: Communication Skills, Managing Conflict, Valuing Difference and Inclusion

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

Critically assess the incident including social and legislative contexts and any relevant cultural, ethnicity and language issues.

Reflect on your application of the fundamental elements of effective communication used (verbal, non-verbal, active listening skills, open and closed questions, building rapport and negotiation skills).

Describe the process for determining whether the use of force was necessary in a conflict situation (including a **critical evaluation** of any theories or models underpinning the causes of conflict within policing interventions – e.g. Betari's Box, The Drama triangle, Emotional versus rational brain) and provide a reflection on the outcome of the incident.

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.

2500 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

This incident relates to domestic violence, a female had called 999 stating that her partner had assaulted her. Initially information suggested the male had become verbally aggressive towards her, progressing to pinning her to the floor and ultimately throwing her out of the house. We made our way to the address provided by the caller, just before arriving we were flagged down by the caller sat in her car. She was unable to leave the location as she admitted she had had several drinks throughout the night and was afraid to drive as she was over the limit. The victim then provided additional information in the form of a voice recording on her phone. The recording was the correct time and date for the incident and detailed how the offender has been verbally aggressive towards her and detailed her begging for him to let go of her and to leave the property. The victim stated that the offender was under the influence of class A drugs and heavily intoxicated. As we arrived at the address a male, approximately 6'5 in height and of a large build exited the house with a German Sheppard dog and made his way towards us. The male was screaming abusive language towards us and told leave his property. I made it clear to the male that we had received a call that an incident had taken place at this address. The male responded by stating "Well she's fucking gone now hasn't she" and proceeded to re-enter his property. A colleague took control of the dog who did not present any real danger whilst myself and other colleagues quickly followed the male into the house where it was apparent that the offender's brother was also present in the address and presenting in a highly volatile nature claiming nothing had occurred at the address and the accusations were all fabricated. The offender was told he was under arrest on suspicion of assault, as the first handcuff was placed on the offender he started resisting, to which my partner and myself pinned the offender on the sofa. As the offender continued resisting, I had to place his hand behind his back using significant force to ensure the handcuffs were secured and the offender was adequately restrained. On reflection of this initial phase I have learnt how emotions can affect behaviour and actions instantly, furthermore when alcohol and drugs are involved, people's actions can be erratic and constant attention must

be given to the alleged offender. In future I will ensure to maintain full control until the offender is adequately restrained.

The offender was then escorted to the marked police van, as he was being placed in the back of the van the offender attempted to headbutt me, I was able to evade his strike but he was given a verbal warning if his behaviour continued he would be further arrested for 'Assaulting an emergency worker'. Unfortunately, previous research highlights that assault on emergency workers is very prevalent in today's society. In 2021, assaults on emergency workers rose by an outstanding 21% from the previous year and police officers are now seen by many as 'societies punch bags' (Police Federation, 2022). On reflection of this moment it solidifies my understanding that even though an offender is restrained they still have potential to assault others. In future I will be more aware of my hand placement when escorting an offender as a free hand can aid as an extra line of defence.

Once the offender was secured in the van, I then went back into the house to assist my colleagues with further enquiries and deal with the offender's brother. The offender's brother was very intoxicated and reluctant to answer any questions or provide any details of anyone in the property that evening. He claimed that as the house was presented in a tidy manner that the whole incident had been fabricated. After several attempted questions myself and colleagues heard a child crying upstairs, we located the child who was approximately 5 years old. The offender's brother was compliant in this matter provided contact details of the mother who then came to collect the child. Upon reflection of this element I have learnt that persistence is key and using several questioning styles is of paramount importance in order to retrieve the information required. In future I will ensure to implement a variety of techniques to build rapport with suspected offenders and retrieve information required.

Active Listening

Research conducted by Schlossberg (1979, p. 114) states 'The nature and quality of interpersonal relationships plays a large role in resolving conflict'. Therefore, in order to try and deescalate this highly volatile situation, several methods were implemented. One of which being 'Active Listening'. Active Listening can be defined as 'Empathizing and listening constructively, with a focus on developing and showing an understanding of another's feelings (Cambria *et al.*, 2002, pp. 335). Additionally, Pickering (1986, pp. 17) notes that active listening is to imagine a switch of roles, view the situation for the others perspective and understand their point of view rather than trying to get the other person to change their view and agree with you. A key factor here was that the offender was clearly upset that the way he had been treated by police officers during his initial restraint. This was made clear to him that due to his initial hostility towards us and for our own safety we had to restrain him to prevent the situation escalating further. The offender also felt that is the roles were reversed and that if he had made a complaint against her then she would have had preferential treatment as she was a smaller female and males reporting domestics are treated less seriously.

With regards to reflection upon this element I am confident I remained impartial throughout the incident; however, the offender's views clearly indicate the importance of being impartial as any misconceptions of the officers intentions can lead to further violence or offences being committed. It is also essential to be transparent and let all involved what actions you are completing and why you are completing them.

I am happy with my performance as it was made clear to the male that all domestic violence related incidents were treated exactly the same with no prejudices, if a female had presented the way he initially did then the same course of action would have occurred. Once the male had initially calmed down and appeared to have reflected on the incident having seemed to understand that we were listening and simply keeping people safe this is in accordance with the literature that states that emotion is a key element when resolving conflict.

Building trust and rapport are key elements when dealing with crisis incidents.

The offender was then given a chance to explain his version of events claiming that they were having a few drinks with an evening meal when his partner (the victim) started talking about a male he was not friendly with. The offender claimed that after several comments were passed about the said male then things got out of hand. Colleagues and I engaged in conversation and sympathised with the male but in no way condoned his actions. We proceed by questioning the offender with open ended questions in an attempt for him to reflect on his actions and how a different course of action could have ultimately far better result. The male seemed to acknowledge what we were stating and agreeing with us. He admitted his emotions got the better of him. These techniques are in accordance with Rogan, Hammer and Van Zandt (1997, p. 104) whom noted that open ended questioning and active listening whilst stating I see what you mean, I'd like to hear more about it' helps reduce the perpetrators anxiety levels.

Change of tone/ nonverbal gestures

The majority of approaches that detail aggression management make reference to an 'escalation curve' this curve highlights that most violent situations are a result of situational escalation (Rahim *et al.*, 2018, pp. 104). The offender on this occasion had numerous warning markers, one of which being mental health. Richter and

Berger (2001, p. 696) detail that in terms of mental health, clearly identifiable events proceed the violent behaviour therefore several de-escalation techniques are needed in order to best resolve situations. A key nonverbal technique which relates to de-escalation relates to body language. During this incident after the main offender was initially detained, his brother was spoken to in a gentle manner with open body language. This was done in order to justify our actions to the offender's brother in the least threatening manner and avoid any further escalations. It is widely accepted that aggressive body language such as placing hands on hips and folding the arms tries to oppress the person being spoken to and potentially increasing the volatility of a situation resulting in unnecessary conflict. Upon reflection of this I am in complete agreement with the literature as our open body language helped deescalate tensions and resolve the incident far quicker than if aggressive/ oppressive body language had been used. In future I will assess each incident on its own merit and determine which approach is the most appropriate to facilitate the desired action.

Was use of force necessary

The police code of ethics states in relation to a person humans rights that if possible then non-violent means should be used to resolve and incident before force is used. However on this situation due to the highly volatile nature of the call and the way the offender initially presented himself it was clearly apparent that this incident was not going to be easily resolved without first restraining the offender, not only for his own but for our safety as officers and other present in the house. This leads me onto the three key questions we need to answer when using force. Firstly, would the use of force have a lawful objective and how immediate was the threat and in this case it definitely would simply in relation to warning markers passed by control room in relation to the offender and as mentioned to restrain the offender and prevent further harm to anyone present. Secondly were there any means of achieving the desired result without using force? In this instance I stand by my use of force as I think it was essential. The male had warning markers for violence and weapons, this in addition to being in his own home with access a variety of potential weapons clearly warrants the use of force to ensure the safety of myself and others around me. I personally don't feel that simply talking to the male in the incident would have sufficed to get the desired result.

Thirdly, in relation to the gravity of potential threat presented in the situation the use of force was justified, whilst the male started resisting after the initial handcuff was placed on, this did escalate the situation briefly but the whole use of force was simply to descale and ensure the safety of others in order to achieve a lawful objective, therefore it was proportionate and not excessive.

Finally, when analysing the use of force in this incident it meets the criteria of JPLANE in the sense that the force was justified due to the nature of the call and the way the offender initially presented himself. It was proportionate as force was only used in order to achieve a lawful outcome in restraining the male. The force used was legal under Section 117 of the Police and Criminal Evidence Act 1984 (PACE, 1984) which allows a police constable to use reasonable force in the lawful execution of his duties. I am accountable for my actions, my body worn video (BWV) was activated which clearly shows the threat that was presented to me at the time of my use of force, I also made a statement in relation to my actions at this incident. The use of force was necessary as previously mentioned to achieve the desired outcome. The use of force was ethical, whilst it took away his liberty and freedom by placing the offender under arrest, none of his human rights were compromised during the entirety of the incident.

With regards to the above I have learnt to act on information passed by the force control room, this allows you to be better informed and therefore better placed when justifying your use of force. In hindsight you need to review each occasion on its own merit. However, safety of yourself and colleagues is paramount and therefore that remains the main priority.

On reflection of the whole incident I am happy with my performance in relation to conflict management, I spoke to the initial caller in a calm and professional manner, using open body language thereby allowing me to gain a greater understanding of the incident in hand. I also dealt with the initial conflict in a calm manner explaining clearly to the offender for the reasons we were attending. When the offender provided resistance to my colleague, I was confident to physically assist along with changing my tone of voice and using tactical communication effectively resulting in the offender being properly restrained in handcuffs.

With regards to the offender's human rights, all actions were lawful and proportionate to what was presented to me and colleagues at the time. The arrest and detention of the offender was lawful therefore allowing us to temporarily remove his 'Right to liberty'.

The offender was dealt with in a highly professional and proportionate manner for the entirety of the event thereby preserving his dignity as much as possible. Several welfare checks were conducted on the male during transport from place of arrest and Newport central custody therefore ensuring Article 3 of the European Convention of Human Rights (ECHR) – prohibition from torture remained intact.

Additionally, I am happy with way I dealt with the offender's brother who also posed a threat due to being intoxicated. Through calm and consistent reasoning with the male I was able to deescalate a potentially highly volatile situation.

For future instances I would ensure to get a greater understanding of the initial callers desired outcome and assess potential alternative disposal methods, however on this occasion due to the nature of the call and information disclosed, I firmly believed that arresting the individual was the best course of action for the safety and welfare of all involved.

Furthermore, I would like to further develop my situational awareness, as whilst restraining the offender I placed myself in a vulnerable position as I had my back to the offender's brother. In hindsight this was not a major issue as other officers were monitoring the brother's actions during the restraint. If there were not additional officers present, the situation could have become out of control therefore always having knowledge of your surroundings is essential when dealing with all forms of conflict safety as officer safety is paramount. Lastly, luckily on this occasion the dog present, was of a friendly nature which posed no real threat to officers, however in future when dogs are present I would like to know the location of an animal and its behaviour at all times during an incident as again this could potentially pose as a highly volatile threat.

Word Count - 2552

Task 3

Relevant areas of the National Policing Curriculum: Criminal Justice, Valuing difference and inclusion

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

Critically assess a relevant incident including social and legislative contexts and any relevant cultural, ethnicity and language issues.

Consider and reflect on your responsibilities and procedures in line with the relevant Codes of Practice to support victims and witnesses through the criminal justice system.

Illustrate how policing values were engaged, as well as any other considerations including culturally sensitive practice and language preference.

2500 words (+/- 10%: *include your actual word count at the end of each section*)

ANSWER:

This call relates to a shoplifting offence from a high street store on Newport City Centre. Research and statistics reveal that during the year 2020/2021 in England and Wales alone there were over 228,000 shoplifting offences reported to police. Shoplifting can be described as 'The criminal action of stealing goods from a shop while pretending to be a customer', (Buckle and Farrington, 1984, pp. 67). Bamfield (2004, p. 24), reports that shoplifting costs the United Kingdom on average £4.4 Billion in lost revenues and to replace the goods.

In terms of a demographical and socio-economical context Newport consists of 95 neighbourhoods. Of which 23 rank amongst the highest in terms of deprivation in Wales (Tydfil, 2019). Statistically, this equates to Newport as being the most deprived area in Wales with 24% of neighbourhoods being classes as significantly deprived. However, when viewing Newport with a holistic approach in terms of crime, Newport's crime rate equated to 45 crimes per 1000 people. This compares favourably, to Gwent's overall crime rate which results in 72 crimes per 1000 people in the year 2021.

This statistic is supported through the fact that Newport reported 544 shoplifting crimes in 2021 alone. This equates to 9% higher than any other area within Gwent (Gwent Police, 2022).

On this occasion CCTV cameras captured the subject entering the store, then walking around the store in an erratic manner. The male selected several items from the shelf and then placed them back in different locations. The subject was then approached by the store security where the subject tried to avoid eye contact with the guard, increase his pace and head to the exit. The male stumbled on his way to the exit allowing the security guard to catch up with him. It was determined that the male had a blanket fleece in his possession which was from the store. However, could not produce a receipt for the item. The security guard took the subject to the office where he phoned the police. Whilst waiting for the police the security guard noticed the male wearing a coat which was also from the store and still had the tags on it, this was also determined to be an attempted theft from the store. Upon arrival we searched the detained male and determined he had no personal possessions or identification on him and that he had very little money on him, and after reviewing the store CCTV it was clearly evident that the subject had selected the items from the store and made no attempt to pay before trying to exit the store.

The total value of the theft was £46. The male was then handcuffed to the rear and arrested for theft with the necessity to allow prompt and effective investigation and prevent further loss. It quickly became apparent that the male spoke very limited English and his language of choice was Russian.

I used my initiative and contacted language line to act as an intermediary and allow me to converse with the male to ascertain his account whilst also ensuring his rights were not adversely affected. Contact was made however the subject failed to make any comments that were deemed significant and the decision was made to wait for interview where an interpreter and solicitor would be present to further question the subject. Upon reflection of this element I am happy with my initiative to try and establish a conversation with the male in future I will continue to follow force policy and provide equal opportunity for any person I come into contact with whilst executing my duties as a police constable.

The fact the male was placed in handcuffs constitutes a use of force, this can be justified as the male had committed an offence of shoplifting, it was also proportionate as we were unable to identify the identity of the male at the time, we were unsure if he had any warning markers, therefore handcuffing the subject was for our own safety along with other members of the public. The process was legal under S117 of the Police and Criminal Evidence Act 1984 which allows me to use force when conducting my duty as a police officer in accordance with PACE 1984. I am accountable for my actions through my use of force as the safety of myself and others is paramount in any incident. It was also ethical as the use of handcuffs were not subjecting him to any torture or degrading treatment, however they did take away his right to liberty, but that was a direct result of him completing a criminal offence. Upon reflection of this instance we had no information relation to the male's warning markers, so whilst I was careful and thorough with the search procedure I would like to be more aware of if the male had any implements such as uncapped needles on his possession that could harm me. On this occasion it was not possible to ascertain those details prior to the search but in future I will endeavour to make all efforts to gain that information before searching and ensuring my own safety.

The subject was then conveyed to Newport Central Custody where his detention was authorised. During the booking in process of custody the male's identity was established and it was clearly evident that he was a repeat offender with a prolific history of shoplifting. Based on this information a community resolution was ruled out as a suitable disposal method and the subject was held in custody in preparation for his interview. Upon reflection a further way the search could be conducted was to place the male in the van and closely monitor his actions and then search in custody where a strip search could be conducted, and an interpreter give instructions over the phone. However, as a result of us not knowing if the male has COVID this decision was not made on this occasion.

Prior to interview I revisited the store and spoke to the manager and security guard and explained the process of gathering statements off them and their importance should the case go to court. Furthermore, both persons were spoken to in a methodical manner explaining each stage of the process. The security guard was happy to attend court and provide his account of the incident, however the store manager was reluctant to attend due to fear of repercussions. It was explained to her that special measures were available to her where a screen could be put up ensuring the subject could not physically see who was providing the evidence. This made her feel at ease and she was willing to attend. Both witnesses' availability for court was noted and entered into the systems. The VPS (Victim Personal Statement) was also explained and offered to the witnesses. They understood the importance and the impact of the statement however both refused due to the fact as they were only employees of the store, they did not feel the theft was a personal attack on them and therefore did not feel the need to complete one. I accepted their decline but reminded them that it was an ongoing right and if they changed their mind and wanted to provide one in the near future then they simply had to contact me. Both parties involved were very grateful for the level of service I had provided them. Upon reflection I am very happy with this element and through explaining the enhanced services offered such as special measures I was able to obtain additional evidence which supported a conviction against the male for the offence.

Similarly, prior to interview my role was to liaise with the subject's solicitor and produce the necessary documentation, namely the MG6a Disclosure document, outlining the reasoning behind the interview. I also had to converse with Wales Interpretation and Translation Service (WITS) and confirm a Russian interpreter was available. Additionally, ensure adequate time was given to the subject to liaise with the interpreter and his solicitor. This is in accordance with code C of PACE. These actions demonstrated openness and integrity ensuring that the subject is treated fairly and with respect.

During the interview, the subject was reminded of his rights and entitlements to free independent and legal advice, which he acknowledged. The subject's knowledge on the process was also checked as the caution was broken down and reiterated that this was his chance to provide his version of events and prove or disprove his involvement. It was also stated that he had the right to not answer my questions, but if the incident went to court and then the subject provided answers or changed any given answers then a jury may look less favourably on him as he refused to give an initial account during interview. Again, the subject stated he was aware with his rights. On reflection of this element I am happy I covered the essential criteria ensuring the interview was conducted in accordance with PACE however in future I feel I would come across as more

professional and competent if I did not rely on the interview aide memoire so heavily. I shall ensure to revise this document and get more competent when interviewing subjects in future.

After the initial introduction the subject provided his reasoning for committing the offence, this mainly revolved around the fact of being homeless and being cold at the time of the offence.

After the interview the subject was returned to his cell to await the outcome of the incident. Due to the subject having a prolific history of shoplifting offences against his name, the decision was made to make a remand application and ensure his attendance at court. This was done due to the fact that the subject had been released with bail conditions on numerous times, however had breached his bail by failing to sign, and failing to attend court. Based on this information, my role involved compiling the necessary documentation to complete the remand application including the MG5, 6 and 7 documents. Once all paperwork was completed the custody sergeant approved the remand application and the subject was detained overnight and escorted to court the following morning thereby ensuring his attendance.

The aggrieved store and relevant persons involved namely those who had provided supplementary statements were kept updated and informed of any decisions made during the custody process. I am very happy with this element as a major failing amongst several police forces is a lack of victim satisfaction and irregular updates (Hall, 2018, p. 225).

Relevant Codes of Practice

I liaised with my superior ranking officers and ensured an interpreter was present to relay any information passed between myself and the suspect. This is in line with Section 13.1 Code C of the Police and Criminal Evidence Act (PACE 1984, which states "Chief officers are responsible for making arrangements to provide appropriately qualified independent persons to act as interpreters and to provide translations for detained suspects who, in accordance with Paragraph 3.5 (c) (ii), the custody officer has determined require an interpreter' (PACE, 1984). Furthermore, PACE Code C states 'That the arrangements made and the quality of interpretation and translation provided shall be sufficient to 'safeguard the fairness of the proceedings, in particular by ensuring that suspected or accused persons have knowledge of the cases against them and are able to exercise their right of defence'.

Reflection

On reflection of this incident I am happy with my overall performance. This specific incident took place on week two of my tutorship therefore I am fully aware that I was effectively 'Spoon fed' through the process by my tutor. Having said that, I am happy with the way I conducted myself on arrival at the incident, quickly identified that the subject did not speak English and showed a high level of professionalism throughout the incident.

I am particularly happy with the way I liaised with several partner agencies, namely the solicitors and WITS to ensure the subject had the legal representation he required along with an interpreter thereby ensuring he was treated in a fair manner in accordance with PACE.

I ensured to be considerate when speaking to witnesses and explaining the process of giving evidence in court as this can be an overwhelming experience for individuals. I provided words of advice and guidance and also explained the special measures available to them. I felt that this is a particular strength of mine as previous life experiences have allowed me to engage with a variety of individuals particularly vulnerable people. I therefore find it natural providing additional support and ensuring people don't allow their vulnerabilities prevent them from reaching/ attaining what there are entitled to.

Additionally, I am happy with the way I planned the interview in a structured and methodical manner ensuring every aspect of the incident was covered and giving the subject numerous opportunities to explain his actions. The interview covered all the points to prove for the specific offence and allowed the subject to provide any justifications.

Along with the interview aide memoire, I broke the interview questions down into meaningful chunks and asked the interpreter on numerous occasions to check the subjects understanding thereby ensuring he was being treated fairly and was not feeling overwhelmed with too much information being passed to him at once. A further strength of mine during this incident was that as the subject was known to be a prolific shoplifter with a history of breaching his bail conditions and a failure to sign bail, it was decided to complete a remand application ensuring the subject would spend the night in custody and go to court in the morning. This was a strength as it ensured the subject attendance at court and avoided wasting police time if the subject would have failed to attend once having been bailed.

An additional strength of this incident relates to the subject's human rights. Article 14 of the European Convention of Human Rights (ECHR, 1950) outlines 'Protection from discrimination'. Discrimination occurs where a person is treated less favourably than another person in a similar situation and this treatment cannot be objectively or reasonably justified. It is illegal to discriminate a person on a variety of grounds, one of which

being Language. This human right was upheld in this instance as the subject was provided with an interpreter who translated everything that was said to him thereby ensuring the individual was treated fairly throughout the process.

Article 6 of the ECHR outlines an individual right to a fair trial. As the subject was remanded and put before a court the next morning, this human right was upheld as it was conducted in a timely manner, heard by an impartial decision maker and the subject was provided with an interpreter throughout the process thereby ensuring this right was upheld.

In terms of my development, as mentioned this took place in week two of my tutorship, I would like to take greater responsibility for the incident in its entirety and liaise with external agencies without being prompted by my tutor. Additionally, as this was my first interview, I would like to have greater independence when constructing the interview and ensuring that the points to prove and additional questions are covered comprehensively.

I would like to have more confidence when conversing with custody staff and detailing the needs and requirements of the individual with regards to cultural / communication needs and requirements.

Finally, whilst I am happy with my performance practically in this incident, I still find aspects of the paperwork difficult to manage without considerably support from my tutor, this is partially due to confidence and wanting to ensure that all relevant sections are comprehensively completed before submitting. I also find navigating around Niche difficult at times in relation to several MG forms and what information needs to go on each.

However, I am fully confident in my ability that given time and experience I will become competent with the software and paperwork side of investigations and become an all-round fully competent officers and deal with investigations in their entirety on my own.

Overall, considering how early in my policing career this incident took place I am happy with my performance and I am also happy moving forward should a similar incident take place in the future with my ability to meet the needs of the individual thereby ensuring they are treated fairly whilst in police custody.

Word Count - 2732

Task 4

Relevant areas of the National Policing Curriculum:

Decision making and discretion, Conducting Investigations and Criminal Justice (Managing offenders)

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

Critically assess the situation including social and legislative contexts and any relevant cultural, ethnicity and language issues. **Reflect** on how you applied the National Decision Model (NDM) to assist in resolving this incident. **Evaluate** the role of discretion in the decision-making process.

Determine your responsibilities with regards to the provision of the CPIA when conducting this investigation including when managing the offender and suspects and recording and retaining significant information.

Illustrate how policing values were engaged particularly through **an assessment** of the potential impact of bias on the decision-making process.

2500 words (+/- 10%: include your actual word count at the end of each section)

ANSWER:

This incident relates to a traffic stop as a result of the erratic driving and a faulty rear taillight observed. The vehicle was located driving on the outskirts of the city centre at 03:30 hours on a Tuesday morning in January. The weather was very heavy rain, with poor visibility due to fog. The vehicle in question was driving considerably below the speed limit for the given road and veering from side to side. This caught my attention instantly as there were few cars on the road due to the time in the morning. We proceeded to follow the car in order to run Police National Computer (PNC) checks on the vehicle. However, before we could run checks on the vehicle, we also notice that the rear left taillight was flickering on and off intermittently. This posed a concern to us as due to the poor visibility other road users could have mistakenly interpreted this as an indicator signal.

We proceeded with the PNC checks and the results came back with a woman living within the locality, insurance was held for the vehicle, along with a valid MOT. As there was only one person linked to the permitted drivers of the vehicle, we ran further checks on her which revealed she was not known to police and therefore had no warning markers to be weary of. Upon reflection I am happy I completed the relevant checks on the vehicle and driver. I will ensure to complete these checks in future.

The decision was then made to pull the vehicle over and speak to the woman to determine if she was the registered owner and permitted driver of the vehicle, the nature of her journey at such an hour and also to administer a roadside breath test to determine whether the female had been drinking. The Motor Insurance Bureau (MIB, 2022) states that every year approximately 85,000 people are convicted of drink driving. The woman was very compliant and stated that she was an on-call care worker and was responding to a lifeline activation. When questioned on the nature of her driving, the woman revealed that she did not like driving in the dark and was always very cautious due to a family member having an accident in the past, she apologised for the nature of the driving and felt that because the roads were so quiet that it was acceptable in the given conditions. Upon reflection of this I could have delved a little deeper into the woman's fear of driving at night and potential required that she completed and eye test in order to ensure she passed all the requirements to hold a driving licence. However, on this occasion I thanked the woman for her explanation but firmly stated there was a minimum standard of driving expected of all persons regardless of the time of day/

night and weather conditions. I requested the females driving licence and requested further checks from force control room. The MIB statistics reveal that every year 130 people are killed and 26,000 injured through uninsured drivers. This equates to approximately 1 in 5 accidents involving and uninsured driver. The additional checks revealed the woman as having a substantive licence and currently holding 6 penalty points for driving whilst exceeding the speed limit. This raised concerns, as whilst there was no apparent smell of intoxicants of the woman's breath whilst conversing with her, the nature of her driving still required a roadside breath test to be conducted. Statistics from the MIB also state that in the year 2017-18 there was 64% increase in death via dangerous driving.

The procedure was explained very clearly to the woman who came across as very anxious at this point. However, the woman failed on multiple attempts to blow for long enough to register a reading on the device. This could have led to grounds for failing to provide a specimen of breath under section 6 of the Road Traffic Act 1988. Due to the woman failing to provide a specimen of breather of the roadside, we had the option to arrest and take her back to the police station either to place her on the intoxilyser machine or to obtain a sample of blood or urine to determine if the woman was driving whilst over the legal limit.

Ultimately, the decision was made not to arrest the woman on this occasion, because as mentioned above there were no clear and obvious indicators, no smell of intoxicants, the woman was communicating coherently, and the fact the woman lived 2 streets away from where the traffic stop took place.

The issues of the females flickering rear taillight was also discussed, the woman stated that her car was used daily and she had never had any issues with it, there were no warning indicators of the vehicle dashboard. I explained to the woman that the issue was more than likely a loose connection. She assured me that she would take it to Halfords as soon as she woke up. I accepted her suggestion however did explain that if the car was noted again, driving in the same condition then she would be receiving a Traffic Offence Report (TOR) under (RL89161 – Failure to maintain lamps) and that a financial fine would be given as a result. An additional reason for my use of discretion in this instance was due to the time of the incident the woman posed no sufficient risk with the flickering taillight as there was a very limited number of other vehicles on the road, the short duration of the remainder of her journey was also an impacting factor.

The rest of the vehicle was inspected and all other lights on the car were working as required, there was sufficient tread depth on the tyres, and other essential such as windscreen wash were of adequate levels.

The final decision of the incident was explained to the woman that we would escort her home by following behind her thereby ensuring the safety of her and potential other road users.

The national decision model was applied thoroughly in this this incident, firstly the information gathered was via a means of officer's observations of the manner of driving and defective taillight. The intelligence was gathered from running the several police national computer checks conducted on the vehicle and female, all the results posed no real concerns.

Information would also have been gathered as a result of the roadside breath test however, due to unforeseen circumstances a result was unobtainable and based on the all other information the decisions was made no to pursue a specimen through other methods.

The incident was also threat and risk assessed. Whilst the manner of the woman's driving fell below what would be expected of a careful and competent driver, due to the time of the incident the risk to other road users was minimal. Upon speaking to the woman, it was clearly apparent that the nature of her journey was with good intention and as the woman was compliant with our requests throughout, she posed very little to no threat to us.

The powers and policy available to me in relation to this incident include arresting on suspicion of driving whilst unfit through drink or drugs – Section 4 RTA 1988. Or a breach of Section 6 Road Traffic Act 1988 for failing to provide a sample of a preliminary test. A further power available was to issue a Traffic Offence Report (TOR) for the defective taillight. A contingency to these outcomes was to use officer discretion and provide words of advice. Discretion can be defined as 'The freedom to decide what should be done in a particular situation' (Hart, 2013). On this occasion that was what I deemed most suitable and ensured everyone involved was satisfied with the outcome.

I firmly believe that this incident proved a perfect example where officer discretion was the most suitable disposal method. Technically, the woman's vehicle did have a defect, therefore a TOR should have been issued, however given the circumstances and the nature of the persons journey to provide aid to another in need, the TOR was not deemed the suitable and the words of advice were deemed suitable.

Additionally, the fact that the woman was compliant throughout the process, apologetic for her driving and genuinely acted sincere in her behaviours made the decision from discretion more justifiable. If the person had provided retaliation and an aggressive persona throughout the incident, then a TOR would have been issued or an arrest made.

I am fully aware that this is contradictory of the code of ethics in the sense of integrity and fairness. A person should be treated fairly and given the same outcome if an identical incident takes place. Furthermore, I stand by my decision to use discretion on this occasion and in future I will treat each incident on its own merit and

implement the National Decision Model (NDM) to determine whether discretion is a suitable disposal method for the incident.

With regards to the Criminal Procedures and Investigatory Act (CPIA) this instance was a very minor traffic related incident. The principles of investigation state that 'Legal powers should not be oppressive and should be proportionate to the crime under investigation', (CPIA, 1996). Due to this road stop being a traffic offence and not a criminal offence per say. The CPIA guidelines are not as not as impactful and it is not in the public's interest to further pursue this incident.

The main principles were applied in this case with regards to transparency was maintained with the driver of the vehicle and I explained and justified my actions at each stage. I explained that normally the TOR would be issued and explained the process of how the TOR is issued and the resulting fine that follows, however made the woman aware that on this instance discretion was being used.

I took the woman's needs into consideration and checked on several occasions if she could understand what I was explaining to her or if she required me to obtain an interpreter for her due to her foreign ethnicity. She assured me that she fully understood what was being said to her.

The woman's details were taken on my electronic pocket notebook and saved for future reference. Control room would also have details of the woman and vehicle saved on their systems as a result of the PNC checks being completed. Due to the incident being disposed of through discretion and being an officer witnessed incident, I did not request control room to create a Niche occurrence therefore there were no official updates to log on the computer systems.

Upon reflection of the incident as a whole I am fully aware that there is always room for development, especially during my initial probationer stage in my career, I am relatively happy with my performance on this incident. I identified a vehicle that was driving to a standard that fell below what was expected of a careful and competent driver. I was competently able to conduct various checks on the vehicle and person and apply that information into my use of the NDM and determine my next course of action. On initial contact with the female I ensured fully transparency as I clearly identified myself and the nature of the stop and spoke in a calm and professional manner. This was to negate the adverse effects as I fully understand incidents with the police can cause stress and anxiety of individuals.

I made good use of my EPNB and took note of the females initial account and showed empathy for the nature of her journey, I ensured that this was also captured on my body worn video and made the woman aware that our encounter was being recorded. Whilst using the NDM I was able to determine that one option I had available to me was the use of a roadside breath test. I was competent in entering the initial information into the device and explaining the procedure to the female. However, the female was unable to provide a sample. Whilst this is not ideal, it did not pose of great concern to me as mentioned above there was no smell of any intoxicant and the female was able to hold a coherent conversation with myself. There were no clear and obvious indicators that the female had consumed any alcohol.

However, from a developmental perspective I should have ensured to have enough mouth pieces present for the device to reset the device and ensure the female provided a breath side sample. This would have determined with certainty if she had consumed any alcohol. In future, I shall ensure to fully equip myself with sufficient equipment to carry out my role to the best of my ability. Additionally, I could have used the point to point function of the radio in order to contact any RPSO (Roads Policing Support Officers) to bring me additional mouthpieces, this would have ensured that the test could have been conducted on the roadside. Furthermore, although I was happy that further tests were not required, I could have arrested the woman on fail to provide and take conveyed back to custody to obtain other samples such as blood or urine to determine if any, the alcohol concentration in her breathe.

A further area of development in relation to this incident was that I forgot to ask the woman if she was a smoker, and if so when was the last time she had taken a cigarette, mouth spray or anything to the similar effect. The importance of these questions are that the answers can determine the result of the breathalyser and impact on the validity of the results. In future, going through a simple checklist of questions before administering the test will ensure that the most accurate results are obtained which will ensure I am more informed and determine my next course of conduct.

I am happy with my inspection of the vehicle, ensuring there were no further defects on the vehicle, whilst the rest of the car was in working order, if I had located any other defects then the NDM would have meant that discretion was no longer an option and the female would have received a TOR for at least one of the defects, as the car would not have been in a safe and road worthy condition.

I am confident in my ability to threat and risk assess the situation, given my suggestion to follow the vehicle back to the registered owners address it ensured the risk to others was substantially minimised.

Furthermore, I am happy in the way I conducted myself in terms of the woman's human rights in this incident. Article 14 of the European Commission of Human Rights (ECHR) relates to 'Freedom of Discrimination'. As the woman in this incident had decent from an ethnic minority, I am happy that I treated her with dignity,

respect and professionalism throughout and would have given the same level of initial treatment to any member of the community given they were the driver of the vehicle in question.

Article 3 relates to prohibition of torture and cruel, inhuman treatment. Throughout the incident no force was placed on the woman, the only procedure required of her was to provide a specimen of breath, the woman accepted this requirement and placed no initial objections to the test. Whilst the woman had to have several attempts at the test there were no other members of the public present therefore, we were not subjecting her to any requirement that could have been interpreted as derogatory.

Word Count - 2607

Task 5

Personal Development Plan (PDP)

As part of your reflective process, please use this table to aid you in identifying the next steps for development.

This is equivalent to 500 words towards the overall wordcount, please note this is not the actual number of words used in completing the table, the count reflects the thought and research behind it.

Area of Development	How it will be achieved	Who can provide support	Timeline
Booking a prisoner into custody – I feel whilst I am competent and confident on my knowledge of the relevant law and legislation surrounding the circumstances of the arrest, I often find myself providing the custody sergeant too much information too quickly and not allowing them time to process the information. This is a relatively simple target, yet I feel it is extremely important to my development.	This target will be achieved through experience, the more times I book someone into custody, I will gain confidence in my ability. This can also be achieved through observing my colleagues' book in a prisoner and take note on the sentence structures they use and how much information they pass in one go. Finally, this target can be achieved through role play with my colleagues in the briefing room. My shift is very supporting and willing to aid in my development so therefore role-playing scenarios will build my confidence and ability to book in competently.	My colleagues on shift via watching them book a person into custody The custody sergeant can provide feedback after I have booked a person in and therefore provide me with areas of development.	I aim to book in a minimum of one prisoner per week in order for me to build confidence in the process.
To develop my knowledge on traffic offences – Whilst I am confident on the main traffic offences I would like to develop my knowledge on the smaller offences in order to ensure I am well informed and able to competently and effectively deal with what is in front of me on a daily basis	This area for development can be achieved through additional reading and ensuring my knowledge on legislative contexts. Additionally, it can be achieved through requesting an attachment with Roads Policing Support Officers (RPSO), through this I will deal with a variety of traffic offences which will aid in developing my	RPSO officers Shift Sergeant Additional reading materials.	Within the next 6 months I am hoping to secure an attachment with traffic officers. This will allow me to gain far more experience with traffic offences and develop my confidence and competencies when dealing with these matters.

	confidence as well as competencies in dealing with traffic offences.		
To become more competent when completing case files – whilst I am mostly competent with OEL updates and adding updates onto live incidents I do not have a great deal of experience in completing case files. This is something I would like to have greater confidence and independence in and is a major target of mine.	This target can be achieved through repetition and familiarising myself with the process of completing specific forms. It can also be achieved through observing my colleagues complete the process, or alternatively ask a colleague to observe me complete the process and point out any errors. Finally, this can be achieved through tasking the file to the Sargant and they provide appropriate feedback for my development.	Shift colleagues The shift sergeant The case file team	This is an ongoing area of development however I aim to complete a minimum of 2-3 case files per month however I am aware that due to operational demands these numbers may be significantly higher.
Developing confidence as the lead interviewer	Through conducting numerous interviews and reflecting on my performances. Additionally, observing my peers lead and learn from their interview styles. Finally ask a colleague to be the secondary interviewer and ask for feedback once I have finished the	My colleagues can provide valuable feedback, I can request to listen to the tape and analyse my own performance. Additionally, there are documents to provide support on the force intranet.	I aim to lead 5 interviews within the next two months and critically review each in order to help me progress and become more competent.

	interview as the lead		
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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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CONFIDENTIALITY and PLAGIARISM – confirmed by submission through Turnitin

Task 6

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

By signing the section below you are acknowledging your continued progress on O.C.P., this is recognised by the university as work that is fully supporting this module. Signing it is equivalent to 500 words towards the overall wordcount.

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

Signed: E.W.WILLIAMS (Learner, Electronic signature or type name)

Date: 3/4/2022