



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
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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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Task 4	Decision making and discretion, Conducting Investigations and Criminal Justice (managing offenders)	2500
	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:

Stress is the body response to a perceived threat towards that body (Selye, 1956). The effects of stress on an individual can vary depending on the magnitude of the stress, the duration that individual is suffering from the perceived stress, and the origin of the stress (Sandi, 2013; Lupien, et al., 2009). The effects of stress on different elements of the human body have been investigated since the early 1900s, Cannon (1929) found a positive relationship between the greater number of illnesses in an individual and stressful life events they have experienced. More recently strong correlations between the negative effect of stress on the physiological and psychological of an individual have been found (Sandi, 2013). It is important to note that there are two forms of stress; positive and negative. Yusoff et al (2010) found that 'positive' stress helps encourage and facilitate an individual to learn, if an ideal level of stress for that individual can be optimised.

Coping mechanisms are defined as "perceptual, cognitive, or behavioural responses that are used to manage, avoid, or control situations regarded as difficult or stressful" (Ebata & Moos, 1994). Coping mechanisms are paramount for an individual if they wish to minimise the amount of stress they are experiencing, furthermore coping mechanisms can assist an individual develop and build resilience so they can overcome stress in future stressful events (Adler & Park, 2003). Sipon et al (2014) described the use of coping mechanisms as ones "Survival skills in encountering various challenges", further highlighting the importance for effective coping mechanisms to be utilised. There are numerous forms of coping mechanisms, some of which I have utilised during my initial six months of learning to be a police constable, and some of which I have tried to utilise but not found to be effective.

The main coping mechanism I used for the duration of my initial six months training was physical exercise, I set myself the target of running five kilometres twice a week for the duration. When setting myself this goal I ensured I followed S.M.A.R.T principles (Doran, 1981) and reviewed the effectiveness of this at different points throughout the six months. The evidence that supports the use of exercise on minimising stress is overwhelming (Salmon, 2001; Dunn, et al., 2001). Aldana, et al., (1996) found that the intensity of exercise was a key factor in reducing stress, as those who completed exercise categorised as 'moderate intensity' experienced less perceived stress than those who participated in a lower intensity of exercise. The support for exercise as a coping mechanism in reducing stress and building resilience also has biological support. Low levels of exercise can increase levels of serotonin (Greenwood & Fleshner, 2011) and weakens the frequency of stress hormones being produced during stressful situations (Greenwood, et al., 2003). I found the use of exercise as a coping mechanism for stress very helpful, particularly on the

day of the exercise, however I picked up a minor injury during the six months training and found this challenging as I was unable to utilise my regular coping mechanism to limit stress. I found that during this time I was more stressed as well as frustrated for not being able to go running. Furthermore, once I was able to restart running, I lacked motivation as my routine had been broken. There is a relationship between missed exercise due to injury or illness and a reduced motivation, increased anxiety, anger and distress. (Perna, et al., 2003). Although I was able to start running again, the longer a person remains out of their exercise program the more likely they are to drop out if they do recommence it (Glazer, et al., 2002)

Another coping mechanism I found to be useful in moderation was online game. It is important to note that gaming in moderation has been found to assist in emotional regulation (Villani, et al., 2018) however excessive online gaming can lead to a lack of emotional clarity and control over one's emotions (Estévez, et al., 2017). The use of gaming in stressful situations has been found to allow an individual escape the stressful situation and distract an individual from real-life problems (Yee, 2006). Therefore, it is useful as a coping mechanism during a stressful event and to relieve stress from an individual, however I found it did not build resilience for future events and due to the addictive nature of gaming it had a negative effect as I wanted to remain away from the stressful situation and continue gaming.

Self-affirmations of core values can decrease an individual's perception of stress as well as having secondary implications such as improving academic performance (Cohen & Sherman, 2014). Sherman (2013) suggested that self-affirmations allow an individual to focus on their self-worth and this transcends the threat and the stress caused by this stress. The main issue I found when trying to utilise self-affirmations as a coping mechanism, as highlighted by Sherman et al 2009, is that they often occur sub consciously, therefore this prevented an awareness of the self-affirmation taking place and allowed an inadequate reflection on the stressful event. When using self-affirmations, I found them useful at the time for reducing stress, particularly around the exam period however I did not find them helpful in building resilience.

The use of yoga by individuals has been reviewed extensively. Regular yoga training can help reduce the amount of perceived stress experienced by an individual (Chiesa and Serretti 2009; Sharma 2014). Heilbronn (1992) suggested that practicing yoga helps an individual develop resilience and stress coping techniques. I tried to use yoga as a coping mechanism whilst I was unable to go running, despite the overwhelming support of yoga reducing stress I found that holding the physical postures uncomfortable and frustrating. Subsequently resulting in me no longer taking part in it. What I did find useful whilst doing yoga was the slow breathing and mindfulness, which are two of the main components. Instead of using yoga I opted to use these techniques as coping mechanisms and found them useful. The use of slow breathing and mindfulness has been suggested as the core mechanisms to help individuals manage their stress (Brown and Gerberg, 2009; Christmann et al, 2017). Furthermore, Tellhed, et al., (2019) found that utilising yoga breathing techniques in none yoga settings was as useful in reducing stress and building resilience as carrying out the full activity of yoga.

Whilst in my initial six months learning I was in a class with other students who were going through the same process and this allowed for a social support coping mechanism. Particularly during the heightened stressful experiences, I found support in speaking to my colleagues, if I felt we had a strong friendship. Whereas I struggled to speak to friendship groups outside of the workplace about the stressful times and did not seek social support from them. This finding has also been supported by Page and Jacobs (2011) who found that police officers were more comfortable to have support networks from their colleagues

compared to their other social groups. It is important to note that these findings were for police officers not in training and they hypothesised that Social disturbance caused by shift work could act as a hinderance for police officers however during my initial six months training I worked a 8am-4pm shift pattern every Monday to Friday, and still found this to be the case.

The use of exercise as a coping mechanism I would consider to be the best in reducing stress and building resilience. I found this as a quick easy coping mechanism whilst outside of work, an issue with this coping mechanism however is that it dependent on several other variables. As noted above, whilst carrying a minor injury and unable to carry out this activity I had to utilise a variety of other coping mechanisms in the hope that they could assist in reducing stress. Furthermore, the evidence is overwhelming to demonstrate how it reduces stress both biologically and psychological however if an unknown stressful situation presents itself, I was unable to go for a run there and then. Whereas, I was able to utilise social support networks and slow breathing techniques in any situation that presented itself to me whilst in the initial six months training. Therefore it is wise to remain flexible when using coping mechanisms and not solely focus on one particular type and remain open minded, this is something I did not do and focused too much on exercise and only when I realised I was unable to do it did I look to utilise other methods. Being unable to use the coping mechanism was a stressor and to learn from this experience I will ensure I have many coping mechanisms at my disposal going forward.

Word Count: 1459.

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:

The incident that I will be critically assessing involved a 45-year-old female. To summarise this incident steamed from a Domestic Assault into a concern for safety and an arrest with conflict. Whilst critically assessing this incident, I will look at the legislative powers used and discuss any potential cultural, ethnicity, and language issues whilst I dealt with this incident.

The incident that happened involved a domestic assault from a female, onto her male husband. The female perpetrator then contacted her social worker and told her of the incident and that she was going to drown herself and hung up. During my initial few weeks working in my station, domestic incidents have been the majority of the calls I have attended. In 2021 domestic abuse related crimes rose 6% from the previous year, this has followed the common trend of these crimes increasing year on year (Office for National Statistics, 2021). Out of all the domestic calls I have responded to, none of them have been the same and they each have different variables that make the incident more complex to deal with. The number of adults cases discussed in a multi-agency risk assessment conference (MARAC) increased when compared to the previous year (Office for National Statistics, 2021), which highlights the increase in complexity of these domestic incidents. The home address of the perpetrator was in a poor social economic area of our force area, and the perpetrator was unemployed, and she lived in social housing. The perpetrator and her husband had both come from the travelling community and still had large ties with members

who actively lived on a travels site. Although neither the victim or perpetrator lived on a traveller site, they still held many beliefs and embraced much of the travelling community culture, so these beliefs and culture needed to be considered.

Due to the concern for life and the immediate risk to the husband had passed, due to the wife leaving, we focused our efforts on trying to locate the perpetrator. We attended a local quarry that had a large amount of water in the hope that we would find her there, as she stated she was going to drown herself. Whilst on route to this location, officers who had attended the home address spoke to the victim and passed information about the car the suspect was driving and informed us that both the victim and suspect had been drinking all day and were intoxicated. This can increase the risk as alcohol can make people more impulsive (Moore & Foreman-Peck, 2009), so we proceeded with caution. On attendance to the quarry we found the perpetrators car in the carpark and called for backup immediately, due to the increase in risk that can be caused by alcohol intoxication.

We approached the vehicle and saw a female sat in the backseat with bottles of Lambrini either side of her. She was swaying back and forth and appeared very intoxicated. I knocked on the window and she responded looking over and pushing the door open. I did not want to mention the assault that had happened because I was concerned for her safety, due to her threats to end her life and the amount of alcohol she had consumed. This was also so I could try and build a rapport. When speaking to her she made very little sense but stated that she had an argument with her husband. Whilst calmly speaking to her she started to become aggressive by throwing her arms loosely in my direction and she started to become verbally aggressive. She took a particular disliking to my tutor and as a way to gain her trust he stepped back so we could have a conversation. She had a particularly strong Irish accent, so I ensured that I listened clearly to what she was saying and when speaking to her I spoke calmly and slowly due to her level of intoxication. I used the 5-step appeal to try and get her to exit the back seat however she became increasingly aggressive and difficult to deal with. She threw one of the empty bottles in my direction and hit the car next to where she was parked.

Following this action it prompted us to forceable remove her from the backseat, on doing this she started to throw punches in our direction and whilst she was distracted by my colleague I went around the other side and we had to pull her out of the vehicle. Further units arrived to provide support as this happened and whilst she was on the floor, we tried to calm her down by talking to her calmly. She spat in the direction of my colleague and was continuously lashing out whilst being restrained. She would not put her hands out for us to put handcuffs on her and she made it increasingly difficult by kicking an officer as he restrained her legs. It was decided that fast straps would be used to prevent any further kicking. As I put these on with a fellow officer, we communicated effectively to ensure the fast straps were put on correctly to prevent any further kicking. Whilst putting these on I did rush the process and was told by a colleague to slow it down as we had control of the situation once we had them on loosely.

Whilst the fast straps were being put on fellow officers had put on handcuffs in the front stack position, because they were unable to get the hands of the perpetrator behind her back. I positioned myself near the head of the perpetrator and told her that she was under arrest, ensuring that the caution was given and necessity. On hearing this she attempted to bite the arm of one of my colleagues and she spat again, this time hitting a fellow officer in on their clothing. On her doing this it was decided that she would have a spit guard fitted and I attempted to do this. Due to the handcuffing technique used it was difficult to put the spit guard over her head because she just lifted her arms, preventing this. We decided that we would need to remove the handcuffs and use further force to get her arms behind her back, so that we can the put the spit guard over her head. I was responsible for

removing the handcuffs and ensured that the arms of the suspect were held by fellow officers. We communicated effectively and I told them clearly which arm I would be releasing. Once this was done both arms were pushed behind the suspects back and she was eventually handcuffed in the rear stack position. The spit guard was then utilised, and I placed this over the head of the suspect whilst being careful as she was trying to bite me. She was then carried by officers into the van and conveyed to custody.

In evaluation of the incident a lot of force was used on the suspect in order to facilitate the arrest, however this was not the first tactic used as I tried to utilise negotiation skills and actively listened to the suspect to build a rapport between us and try to deescalate the situation. The level of force used during this incident was not dependant on any cultural or ethnicity differences, it was dependant on the response from the suspect and the actions she took towards officers during the incident. Throughout the encounter I treated the suspect with respect and tried to maintain a positive attitude whilst being aware to utilise the correct body language. These principles utilised were all in line with the Betari Box model (College of Policing, 2020) to deescalate the situation. The Betari Box Model shows how my behaviour affects my attitude which in turn affects the other persons behaviour and their behaviour then affects their attitude and this then affects my behaviour and repeats this cycle. The Betari Box Model is vital throughout policing and highlights the necessity for police officers to approach every situation with the correct behaviour and attitude because this will affect how others perceive us and the situation they are in. Despite the continuous negative attitude and behaviour from the suspect I tried to maintain positive behaviour and attitude in the hope this would affect hers. This was in line with policing values by being respectful and having integrity (College of Policing, 2022).

I tried to use the LEAPS model of communication (College of Policing, 2020), giving me a structured approach to communicating with the suspect, so I could gain a better understanding of the situation. However, due to the level of intoxication the suspect had, it was very difficult to use this model because she kept interrupting me and became frustrated. In hindsight, I would not use this model again during a situation with a suspect this intoxicated. The use of the 5-step appeal (College of Policing, 2020) was a further tactic I tried to utilise to de-escalate the situation after the suspect refused to vacate the vehicle. After I made the simple request for her to get out and she refused I tried to utilise a reasoned appeal by explaining that we were concerned for her and wanted to help her. It was during the use of the 5-step appeal the suspect became increasingly aggressive and threw the bottle at us.

Another model I was aware of but was not relevant during this encounter was the Drama Triangle (Karpman, 1968). This model states that there are three roles during any situation of drama; the victim, the persecutor, and the rescuer. Although this model is relevant for a lot of policing situations, in this particular situation it was not used due to the initial domestic incident being overshadowed by the conflict raised by the suspect. Furthermore, in this situation the victim did not make a complaint and did not support police action, so the initial domestic incident was not pursued, making it difficult to define the three roles defined from this model. I feel that this is a flaw within this model due to every situation being dynamic so roles can easily change, and a person has the potential to play more than one role within this triangle. Furthermore, not every situation has three clearly defined roles.

When analysing whether the arrest was necessary, if none of the conflict had occurred and it was just the domestic incident, I would have the power to arrest under Section 24 of the Police and Criminal Evidence Act (PACE) (1984). Although it was the social worker who contacted us informing us of the assault on the husband, they would be classed as a professional third party and this would allow for reasonable grounds for suspecting the offence has been committed. Despite the victim not supporting police action

we have a force policy to take positive action in domestic incidents to prevent further harm. Once this has happened further measures can be put in place to safeguard the victim if appropriate.

Throughout the incident I ensured I followed the national decision-making model (College of Policing, 2014) and I was carrying out a dynamic risk assessment. Regarding the information and intelligence I had received, all I knew about the suspect was that it was a female, she had committed an assault and she was intoxicated. She clearly was not in the right frame of mind as she had threatened to attempt suicide. This information was key to the assessment of the situation. This allowed for a more accurate threat assessment and we could develop a working strategy. Following the actions of the individuals the only powers officers had was to arrest the suspect, prior to her actions we would have taken her to a 136 suite in the hospital, so that she could be medically assessed, following the threats to her life she had made. However, all situations are dynamic and following her aggressive actions an arrest was made for this.

During this situation the suspect was arrested for the assault during the domestic incident, and she was further arrested for criminal damage and assault of an emergency worker. Throughout the situation her human rights (Human Rights Act, 1988) were continuously considered however due to the nature of the initial complaint an arrest was needed so police could take positive action for the domestic violence incident. The suspect was further restrained with fast straps, handcuffs and a spit guard, all these restraints also removed the suspects freedom and liberty under Article 5 of the human rights act (1988). Article 5 is a limited right and therefore if it is proportionate it can be removed. Furthermore, we had been informed that the female was going to drown herself so under Article 2 of the human rights Act (1998) we had the right to interfere to prevent her from attempting suicide. To ensure that our actions could remove these human rights I followed force policy by ensuring that our actions were: Justified, proportionate, legal, accountable, necessary and ethical.

In line with the code of practice (College of Police, 2022) an Approved Mental Health Professional (AMHP) was consulted via the control to ensure the female received the support she needed, whether that be for her to attend a hospital or whether custody suitable. In this situation, the AMHP assessed that the female was suitable for custody as there is access to the crisis team via custody. There were no language issues between officers and the suspect, if there were then this could have been address at the scene and officers could have utilised systems such as the language line.

In reflection of the whole event it was not how officers would have liked it to have gone, the use of force is never pleasant, and it always needs to be reasonable and in line with policing values (College of Policing, 2022) and the code of ethics (College of Police, 2022). In this incident I believe that the actions by police officers, who attended, were reasonable and proportionate as outlined in section 117 Police and Criminal Evidence Act (1984). If officers had used their PAVA spray, Baton or a taser, I do believe that they would have not been proportionate actions, due to the suspect being on the floor and officers having control over the situation. Furthermore, other restraints such as: spit guard and fast straps were used. These enabled officers to protect themselves, the public and the suspect, in line with policing values and the code of ethics.

Word Count: 2420.

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:

For this question I shall reflect and critically assess an incident that involved a breach of restraining order, whereby the male suspect had breached his restraining order against a landlady of a public house. The victim and the suspect were related so this made this incident a domestic incident.

There had been a number of issues prior to this incident and these issues had led to the restraining order being put in place to prevent any direct or indirect contact from the suspect to the victim as well as preventing the suspect from attending the home address of the victim. The incident that I will be discussing is when the suspect breached the restraining order by sending a text message to the landline of the public house, this was the home address of the victim. The suspect did this whilst he was intoxicated late at night and the following morning this was then listened to by the landlady and subsequently led to victim reporting the incident to the police, this resulted with the arrest of the male, due to the breach of the restraining. The necessity for suspect to be arrested was so that he could be questioned under Police and Criminal Evidence Act Code C (Police and Criminal Evidence Act, 2019), as well as to safeguard the victim to prevent any further harm.

Prior to the suspect being arrested, I attended the home address of the victim and took a statement of complaint supporting police action. The purpose of this was due to clarify information and get that key statement as evidence. Further evidence was obtained by means of obtaining a copy of the voicemail. Whilst at the address with the victim I completed a victim personal statement and put in words of the victim to show support and to show the courts the impact this incident has had on her.

Due to the victim's and her family's culture, she was very scared of the potential consequences of informing police about this incident. She informed officers that after the

restraining order had been put in place some family members had refused to speak to her and ostracised her from the family. For the victim this was a large worry and concern, and she did not want to go through this again with the remaining members who had not done this. Officers assured her that we would support her, and we went through potential options of support for her.

The victim said that she wanted to be supported by victim support, given the worry of the victim I believed it was appropriate for this support to begin as soon as possible. Therefore, I contacted victim support directly and they agreed to start supporting the victim immediately. Whilst with the victim I did discuss whether there was anywhere else she could go, as she was worried about the implications of her action of contacting the police. She did not wish to leave her home address, due to it being the source of her income so target hardening was discussed, and additional window locks were provided by neighbourhood officers after we left. The boundaries of the property were checked by officers and they were deemed to be secure. Due to the home address being a public house, CCTV was present, so this option was already in place. The location of the home address was on a main road, therefore it was discussed with the victim whether she would like the route to be monitored by local PCSO's, as a further safeguard. The victim was appreciative of this suggestion however she was content with the measures that had already been discussed.

Safety advice was given to the victim, such as ensure she always had her mobile phone on her and it was fully charged when she left her property, make sure she locks all doors and windows and checks who is at the door before opening it. The victim did not believe that the consequences of her action would result in people attending her address, she believed that it would be malicious communications. Officers advised her that she could change her mobile number or block the numbers of those who she believed would do this, the victim did not wish to do either of these so officers advised to her to save any messages she received and report onto police if appropriate.

Whilst completing the statement I did ask the victim whether she would like any special measures to be put in place, to ensure that she attended court and to show support and ensure that she upheld her complaint. The victim did request that if she was requested to go to court, if she could do it via video link, this was she would not see any persons outside of the court and the suspect. I told the victim that I could request this but could not guarantee any measures. The victim appreciated this measure being suggested as she was very nervous about the whole situation. As a way to further safeguard the victim she was asked whether she would like any additional restrictions added onto the existing restraining order, it was explained to her that we could not guarantee this however we could request this of the courts, the victim had already explained when giving the statement that although this was the first breach of the restraining order, she had seen the suspect on her street at times when driving and this had put her on edge, she also informed officers that the suspect had contacted her partner on numerous occasions. Therefore, officers requested that these be considered as additional restrictions for the victim.

Whilst with the victim, a public protection notice (PPN) was filled out with her as well as a DASH risk assessment and she gave consent to share this information. Although it was not necessary, other options such as a Domestic Violence Protection Notice (DVPN) were considered by officers to further safeguard the victim however there was already an active restraining order in place with the condition that the suspect was not to go to the home address of the victim, furthermore the victim and suspect did not live in the same residence.

There were many cultural and language issues whilst dealing with this incident. These issues were mainly due to the suspects families first language not being English and the officers found out that the suspect was Muslim and was not allowed to drink alcohol for this reason. The suspect maintained to family members, that he lived with, that he did not drink

alcohol however this was far from the truth and complicated the issue for colleague and I when we attended the address.

When officers arrested the suspect, his family members were present and due to the fact, he was over 18 we were unable to share any information with the family members. The suspect also informed officers that he did not want them to know as they approached us. The suspect was continually speaking to his family members in Arabic whilst we conducted the arrest and we were unsure what was being said. This complicated the matter as it may have appeared to family members that officers were unlawfully arresting a member of their family and given recent issues of the BAME community dying and being mistreated following police contact it complicated the matter for officers and led to the family becoming agitated. This resulted in back up being called, so that officers could maintain control of the situation. This was not the action officers wanted to resort to however officer safety needed to be maintained and I was unaware of what had been said to the family members present by the suspect. To come to this decision, I continually used the National Decision-Making model (College of Policing, 2014), and given the growing irritation of the family, requesting further units the best option available.

Policing values (College of Policing, 2022) were maintained throughout the incident, when officers were asked by some family members what the full incident was, we maintained integrity and professionalism by not breaching data protection laws for the suspect. Furthermore, we were very respectful of the complexity of the situation and spoke to the family with calmness and respect, following the Betari's box model (College of Policing, 2020) to try and maintain a calm atmosphere to try and minimise the incident escalating.

We maintained the value of public service by ensuring the victim was supported and taking an accurate account for what happened. Furthermore, the suspect had breached a restraining order, so this was not the first incident between the parties, therefore it was in the public interest to make the arrest. Whilst dealing with the suspects family we tailored our communication to be as appropriate as possible and when we asked for support from colleagues we requested a member of the team who spoke Arabic so that we could communicate as clearly as possible, if this was not possible then we would have used the language line. After the suspect was arrested I also considered the impact this would have on him and his family, he did not appear to be a threat so I did not administer handcuffs, this was also as I considered how he wanted to be treated in front of family. We had also removed his freedom and liberty under section 2 of the human rights act (1998), and I did not deem it proportionate to further restrict him with the force of handcuffs. If the suspect was deemed to be a threat, then I could have administered handcuffs or used other methods of force in line with section 117 Police and Criminal Evidence Act (1984), to come to this conclusion I used the national decision-making model.

In line with my responsibilities to investigate whether this incident took place, I seized the phone of the suspect. This was to obtain evidence and I asked the suspect for his passcode; I did not communicate inappropriately however the suspect declined to give this information. Once the suspect had been conveyed to custody, he was interviewed in line with PACE guidelines and he admitted that he breached his restraining order by confirming that he sent a text to the victim. Despite already hearing the voicemail on the victim's voicemail service, this interview was to give the suspect an equal opportunity to express his views. Although the suspect spoke English as a first language he had also communicated with his family in Arabic at the home address, therefore this was taken into account and he was asked whether he would like an interpreter for the interview, in case it was his wish to communicate in Arabic. This is another illustration of how policing values were considered throughout this incident. The male was over the age of 18 and stated that he did not have any disabilities and there was no information on his file to suggest that he did, therefore no

appropriate adult was needed. If an interpreter or appropriate adult were needed, then they would have been provided.

During interview the suspect admitted that he did send the text message whilst intoxicated the previous night. He was questioned regarding why he did this so that the victim could be informed. During interview the suspect did apologise for his actions after a section of the victim's statement was read to him, this section involved information about how this incident had made her feel and the impact it was having on her life.

Following the interview, officers recommended to the custody sergeant that the suspect be remanded in custody until he could be charged. This was an additional measure of safeguarding requested so that the victim could feel safe and protected. Furthermore, if the suspect was released under investigation, he could repeat the same action again if he was intoxicated. This opinion was shared by the custody sergeant and the suspect was remanded. If the remand was not approved, then bail conditions could have been implemented under the Bail Act (1976).

Following this the victim was updated about the case, in accordance with the code of practices. Officers attended her home address and spoke to her and informed her that the suspect had admitted the offence under interview. She was informed what would now be happening, officers would be completing a case file so that the suspect can be charged and officers told the victim that if she was being harassed by any of the family members to contact emergency services so that she is safeguarded. Further safety advice was given as a precaution however the victim did not deem it necessary, due to the suspect being remanded.

On reflection of this incident the responsibilities, in relation to the code of conduct to support victims, were upheld and the wishes of the victim were listened to. The victim was supported continuously and safeguarded by officers. The victim was happy with the actions of the officers involved and happy with the outcome that was obtained. There could have been a number of cultural issues throughout this incident however actions by officers limited these, particularly by requesting a colleague attend that they knew spoke the language of the suspects family members. PACE guidelines were followed, and all parties involved were treated with respect and policing values were carried out throughout. Officers thought 'outside the box' as a way to find additional safeguards for the victim and although a number of them were not needed or wanted by the victim, these sort of ideas and suggestions can bring about a positive experience with the police and the public and can assist in building future police relationships within the community and certain cultures.

Word Count: 2288.

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:

The incident I am going to refer to relates to a domestic abuse incident that occurred during my initial first few weeks. Police were called to an address at approximately 0100hrs whereby numerous calls had been made by both a male and female who resided at the address, both parties were stating that the other person had assaulted them, and they had damaged their belongings inside the property. Incidents like this are very difficult for officers to assess, often there is no CCTV and no witnesses to provide clarity and evidence on what has happened.

Whilst on route to the emergency call the control room updated officers stating that a similar incident had happened around 6 months ago following a night out. On that occasion both parties had injuries and had stated that the other had assaulted them. This was not the only incident of domestic abuse for both individuals as they both were known from incidents with other people. There were no warning markers on either of the individuals. When officers arrived at the address body worn cameras were turned on to ensure the provision of all information whilst at the scene. Both the male and female were outside of the address arguing in the street with each other, however the male was sat in his vehicle with his engine on. Officers separated the parties to get an understanding of the incident as per guidelines to ensure the safety of both parties. This is also to ensure that one party cannot manipulate the other with their presence and cause fear. During this incident there were no language barriers to complicate this issue. If there were, I would have requested an officer speak to the parties that shared this language. There often is not an officer available to do this so in this case I would have used the language line to speak to the parties involved. Neither party required the use of an appropriate adult, if they had then I would have arranged this via the control room.

After both parties had been spoken to by officers, it appeared that they had been out with friends separately and then met back at their home address after consuming a large quantity of alcohol. Both parties maintained their story claiming that they had an argument relating to an incident that occurred the day before but both individuals stated that the other person punched them in the eye and then they 'defended' themselves by striking them back. If one of the individuals had 'defended' from an assault on themselves then this could be justified under Common Law self-defence, furthermore Section 3 of the Criminal Justice Act (1967) states "A person may use such force as is reasonable in the circumstances in the prevention of crime, or in effecting or assisting in the lawful arrest of offenders or suspected offenders or of persons unlawfully at large". This law allows for a force to be used in the prevention of a crime, in the instance force was used to prevent an assault. The all-important aspect of this section is ensuring that the force used is reasonable in the circumstances. In this instance, the male had blood pouring from his nose, a swollen right eye and scratch marks down his face, the female had injuries consisting of a swollen left eye and she said red grab marks on left arm. Further legislative context regarding force used for defence can be found in under the Criminal Justice and Immigration Act (2008), section 76(7)(B) which states "that evidence of a person's having only done what the person honestly and instinctively thought was necessary for a legitimate purpose constitutes strong evidence that only reasonable action was taken by that person for that purpose".

Whilst officers spoke to both parties' further officers went inside the property to assess the damage. There were holes in the walls and glass on the floor from smashed objects in the living room and there was a broken gaming console on the floor as well as the TV being upside down. Whilst outside both parties admitted to the officers what they had damaged and it appeared that they did not have joint ownership over the items damaged, they belonged to a singular person. Therefore, both individuals had committed criminal damage under the Section 1 of the Criminal Damage Act (1971).

As well as the above-mentioned offences, a further offence had been committed when officers arrived that was not reported by the female. This offence was the male sitting in his vehicle with his engine on. This is covered under Section 5 (1) (b) of the Road Traffic Act (1988), this states that "it is an offence if a person is in charge of a motor vehicle (on a road or other public place) after consuming so much alcohol that the proportion of it in his breath exceeds the prescribed limit." Despite there being no legal definition for the term 'in charge' the male was sat in the vehicle, with the keys, and the vehicle was on. There is a defence if there is no intention from that person to drive the vehicle whilst intoxicated. When officers asked the male why he was sat inside his vehicle, he claimed that he wanted to be safe from his partner and he was cold. Whilst deciding what should be done regarding this matter, I followed the National Decision-Making model, the information received by the male did appear correct due to him informing the control room that he would wait outside for officers. Upon on police arrival to the incident the male was not wearing any outer garments, just a short-sleeved shirt and jeans. Furthermore, it was approximately 0115hrs and very cold. On assessment of the situation the male did exit his vehicle once police approached his vehicle and when asked what he was doing he stated he was keeping himself warm. The male could have been breathalysed to assess the amount of alcohol he had in his system. If he had been and the male was over the limit, then he would have committed an offence under section 5 of the Road Traffic Act (1988) so he could have been arrested for this offence. Options available to officers would be to arrest him or reporting him for the offence.

The actions I decided to take was giving him words of advice regarding what he had done and using my discretion. There was a lot going on and although the male was 'in charge' of the vehicle he did not appear to have any intention of driving it and vacated the vehicle once officers arrived. The actions taken were in line with the police code of ethics of

being open, showing fairness and objectivity. In evaluation I do believe that using my discretion in the incident was correct and giving words of advice to the male after the incident was the best course of action. Due to officers being unable to ascertain the main perpetrator of the incident I believed it would have been very unfair to report the person for seeking safety in their vehicle and the male had removed himself from the situation. Furthermore, when I asked the control room for the males driving information, he came back as fully insured and the vehicle had a MOT. If there had been different variables in place then the outcome of the male being in charge of the vehicle could have been dramatically different however given all that had happened and the information stated by the male and other variables, such as the cold temperature, discretion was used in this instance.

When assessing what the next course of action was regarding the domestic abuse incident, I decided that it would only be fair to arrest both parties due to there being no clear evidence to stipulate which party assaulted the other one first, the justification for this was so that officers could allow for a prompt and effective investigation by means of conducting interviews and house to house enquiries. An officer did suggest arresting both individuals for Breach of the peace and get them to seek alternative accommodation for the night however this is a domestic abuse incident and officers need to take positive action. There was also the chance that if this happened both parties could get a taxi back to the primary abode, due to their level of intoxication.

To come to this conclusion, I used the National Decision-Making model (College of Policing, 2014) by assessing all the information such as their level of intoxication and then assessing the level of threat. As mentioned, this was not the first incident that this issue has come to the attention of the police and not taking positive action could have had catastrophic implications. Furthermore, if officers did not arrest both parties then it could have come across as being bias. Figures from 2021 show that white females were over two times more likely to experience domestic abuse than white males (Gov.uk, 2021), just because figures show that females are more likely to experience domestic abuse that does not give officers the right to automatically assume that the female is the victim. This is a dangerous bias that if allowed could result in the potential victims being arrested. This in turn would lower the respect that the public have for the police, as well as not maintaining policing values (College of Policing, 2022) such as integrity and the expected level of professionalism. Officers need to ensure that bias's and unconscious bias's do not become common practice as they do not represent policing values such as professionalism and fairness and they do not allow for effective use of the code of ethics.

After assessing the information, I assessed the level of threat, in accordance with the National Decision-making model, both individuals did have visible injuries. As previously mentioned, this was not the first instance this had happened so there was a risk that it could happen again, particularly if officers did not take positive action in this incident. Furthermore, by not taking positive action we would be letting the victim down and not giving them the appropriate support.

The next step was to assess the powers and policies I could utilise for this situation, there were a number as previously mentioned however arresting both parties was the best course of action to prevent any bias and so that evidence could be obtained, by means of interviewing. In line with the next step of the National decision-making model, options available, this was the same as the powers and policies. Officers could have removed both parties and told them to seek alternative accommodation for the night, but this would not have been within the correct policies. The final step of the national decision-making model is the action and then the reviewing of the situation. The action taken was that both individuals were arrested and on review of this I do believe that this was the best course of action, so that officers could obtain the correct information. If further evidence had become

apparent to the officers, they could have de-arrested an individual, but given the information at hand the arrests were necessary.

In line with the national decision-making model throughout the entire decision-making process the code of ethics were considered. By doing this, officers ensured that policies were followed, and they did not allow any unconscious biases to influence decision-making.

Following the arrest of both parties I ensured that as the officer in case I followed all the responsibilities outlined within the Criminal procedure and investigations act (1996). Both suspects, that were arrested, were conveyed to custody in separate vehicles and officers insured they were kept apart, so that they could not communicate. This was so that no fear could be given to either party from the other and to ensure they did not communicate between each other. Following the arrest of the female, as she was being conveyed to custody, she made a significant comment, whilst under caution, and this was documented by officers. Furthermore, officers had their body worn cameras on, so this was also recorded. Following officers leaving the address, door to door enquires were conducted on the street where the incident occurred, only two of the neighbours heard shouting outside on the street however neither witnessed any of the assaults and could not make out what was said. This information was recorded by use of a pocket notebook entry. There was no CCTV on the street, so this was also not possible. After the arrest both mobile phones of the individuals were seized, this was in case they held any information relating to the incident that occurred that evening. Both phones were sent to be 'XRY' by another officer and they came back with no further evidence. This incident was recorded by body worn footage so this was uploaded onto 'fotoweb' to ensure that the recording of information was stored, furthermore the incident was documented and this was stored on the system of NICHE, as this is within the responsibilities of the criminal procedure and investigations act (1996).

In relation to this incident there was no scope for Crime Scene Investigation (CSI) to attend as officers knew which person had damaged which items within the property, if there was an unknown offender then officers could have utilised CSI. If a suspect had fled the scene then there would have been some scope to use dog units to try and locate that person, however this was not necessary on this occasion.

The following morning after the arrest, both parties were interviewed, once they were sober. This was done following PACE procedures and both individuals choose to have a solicitor present. Neither party wanted to make a complaint regarding the other and they both said no comment to all questions asked. The interview consisted of probing questions, within PACE Code C guidelines, that could enable the investigator to challenge the suspect, however they both still did not want to make any form of complaint. Following this both parties were released from custody.

After this incident, using the national decision-making model, I attempted to complete a DASH risk assessment with both parties. This is in line for force policies as an additional safeguard for domestic abuse victims. Both parties were separated for this to be achieved however neither wanted to complete the DASH and both parties refused to give consent for it to be shared. I did give safety advice to both individuals, separately, as we were unable to determine what had happened on the night of the incident. Safety advice contained information such as ensuring mobile is always on them and fully charged. This safety advice was in line with force policies and police values such as providing a public service.

Further advice was given to both individuals regarding the Domestic Violence Disclosure Scheme (DVDS), this scheme is also known as Claire's Law. Claire's law is an application that can be made by any member of the public to assess whether their partner may pose a risk to them. This was mentioned to both parties, in line with force policies and social contexts. This will give both parties a better understanding of their partners history and give them a better opportunity to safeguard themselves (Home office, 2022).

In review of this situation I do believe that arresting both parties was the best course of action available to officers, if only one party was arrested this could have been on a biased viewpoint and it could have been more difficult for officers to follow all of their responsibilities under the Criminal procedure and investigations act (1996). Policing values were upheld by all attending officers and the actions taken by officers minimised any potential biases in line of the code of ethics (College of Police, 2022) and policing values (College of Policing, 2022).

Word Count: 2651.

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
Learn more about case files and become more familiar with the different types of files that are needed for completion.	Ensure that I complete all of the case files that I need to complete and do not leave them until the last minute to ensure they are not rushed, and I am able to put thought into completing it and learn from the experience. Put myself forward if red case files are needed for completion so that I am taking on the extra work, even at the expense of my own cases. Seek further training opportunities for case files.	The team I work alongside will be able to assist me with queries if I do not know the answer however I would like to complete as much as possible without assistance as I believe this is the best way to learn. I can ask my sergeant to provide feedback on my case files when I send them off to her. I can look for learn materials on the beat website that are able to assist my learning and development in this area.	I would like to be more proficient by July 2022, this will mark 6 whole months working in my station and 3 months without my tutor so I will be able to assess how I am developing in this area. I believe that this is a S.M.A.R.T goal and I will ensure that I review my progress every two sets so that I know I am on track and if I seek further assistance I can ask in a timely manner.
Become more proficient using NICHE.	Ensure I complete all my work on NICHE and do not ask other officers to complete work on my behalf.	I can ask for support from fellow colleagues. Learning and development team have developed an 'NCALT' package to	I would like to be better in this area by the summer, around July. I will continuously review this every set. All of the work we do is on NICHE so I

		assist officers in the use of NICHE.	should be picking up new skills on it with every case I work on. I believe this is a SMART target.
Increase general knowledge of legislation and policing issues.	Put myself forward to go to more calls to gain more experience and as a result I should learn more from working. Offer to take statements on all the calls I attend, even if other officers are the OIC.	I can always contact colleagues with general queries regarding incidents however there could come a time whereby all officers are busy with other calls and I will need to make decisions. I can contact Learning and development team and ask for additional packages of support, in regard to legislation. I can refer to notes and power points that are on Moodle. If need to I can ask to be paired up with a colleague to try and learn additional information.	I do not believe that anyone can 'know everything' in policing, therefore I would like to increase my knowledge every set of shifts. Therefore, I would increase confidence and be an important resource on the shift. I believe that following this would ensure that it is a SMART target.

Bibliography

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: Kieran Sansom (Learner, Electronic signature or type name)

Date: 03/04/2022