

BSc (Hons) Professional Police Practice

LEVEL 4 - 40 Credits

Workbook title: Competency Based Workbook 1 (PCDA)

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

Learner name: Oliver Jeffreys

Learner's University Registration Number:

2134357

FACULTY OF BUSINESS AND MANAGEMENT PUBLIC SERVICE PROGRAMME

Module title: Professional Police Practice 1 (PCDA)

Workbook Guidance

Please read these notes carefully; they provide essential information.

What is the workbook for?

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

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)

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/agh-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.

The content of this workbook should be your own work. Do not allow anyone else to see your work or use your work for their own submissions.

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 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.*

Contents:

Workbook	Area of Professional Practice	Word count
Task 1	Wellbeing and Resilience	1000
Task 2	Communication Skills, Managing Conflict, Valuing Difference and Inclusion	1500
Task 3	Criminal Justice, Valuing difference and inclusion	1500
Task 4	Decision making and discretion, Conducting Investigations and Criminal Justice (Managing offenders)	1500
	Bibliography	
Task 5	Development Plan	500
	Total	6000
	Confirmation of Confidentiality and Plagiarism <i>This is confirmed by submitting through Turnitin</i>	

Task 1

Relevant areas of the National Policing Curriculum: Wellbeing and Resilience

Guidance:

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

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

ANSWER:

Introduction

Throughout this essay, I will be discussing and evaluating my coping strategies I have implemented to not only develop my mental resilience, but to focus on my wellbeing and how I manage stress. Even before starting my career as a police officer, I have always been intrigued with improving all aspects of my life, from intense exercising and training methods that push the boundaries of normal 'fitness', to aspects just as important, such as recovery and social interaction. All these points have been used in my life to help me cope with stress and build mental resilience. To reflect these points across my essay I will be using Borton's reflective tool; "Model of Reflection" (Borton, 1970), to illustrate my findings and thoughts, Borton's allows for a structure of 'what?', 'so what?' and 'now what?' to be followed.

For a while now I've tried to balance work and life to a level that is reasonable, having joined the police it has made me re-evaluate how important it is to reinforce these tactics due to the extra stress of the job. Personally, for me I never been a theoretical learner and sometimes struggle to retain information whilst being taught via a classroom. I found my first 6 months of training quite stressful due to it being based in that environment with not much practical elements. I found that I was getting anxious for the exams and worried about the outcome, due to it being something that I really wanted to achieve and do well in. To aid myself in this I have used a multitude of methods, these being exercise and cold-water exposure.

'The What' - The first one being exercise, since starting to exercise I have noticed all kinds of benefits, from the release of dopamine known as the feel-good chemical, to bringing about more concentration and motivation across my day (Mental Health foundation, 2022)

'So What' - By working out I have managed to improve my cardiovascular fitness as well as my strength which has benefited me in many ways from feeling healthier to being more capable in day-to-day activities. Studies show that just by performing any variety of physical activity for 150 minutes per week can reduce your risk of getting long term health conditions (NHS, 2021). I feel like I have more energy and the mindset that I've taught myself is one that is always wanting more, to push harder or work better. By doing this, it has allowed me to build up mental resistance to a level that was once hard to comprehend but now is my new base level. The more you become

accustomed to stress and stimuli, the more the body will adapt and change to better prepare you for life's stresses and everyday problems (Mosley, n.d).

Therefore, I put this into practise whereby whilst in training I would re- visit lessons I didn't feel comfortable with and try to focus my efforts on putting the theory into a practical example, by doing this I was not only reinforcing my knowledge but allowing my mind to get used to the stress of not fully understanding all the theory straight away.

Additionally, I found that if I exercise at some point during the day, then it allows me to be fully prepared and be at my best when it comes to my brain's cognitive function and the ability to think clearly and methodically (CDC – Centres for Disease Control and Prevention, 2021).

When I take part in some form of physical activity it motivates me to fully immerse myself in a particular topic or area, whereby I become less distracted and less prone to procrastination.

'The What' - My second way of dealing with stress and developing mental resilience is by that of cold-water exposure, there is certain level of discipline required to perform such task however the rewarding feeling after you're done, far outweighs the negatives. Cold water exposure is the practice of submerging yourself and managing to sustain being in cold water for a set period.

'So, What' - This is for the purpose of promoting physical and mental well-being. Having studied into this I have found that mental health is one of the three pillars that Wim Hof has described as crucial to be in control of to better yourself (Hof, 2020) Wim Hof also known as the 'Ice Man' due to all his extraordinary feats in relation to the cold, has truly mastered the mind over matter approach and is a leading advocate for cold water exposure. I personally find it resets my mind and allows me to think clearly. If I've had a particularly challenging day or night previous, resetting my brain with either a sea dip or cold shower can reprogramme my way of thinking and keep me calm and content. Having researched this, I have found that Cold Water Exposure can have an impact on mental health by reducing anxiety levels, stress and even depression. This is due to the water stimulating the sympathetic nervous system which releases adrenaline and hormones that lead to an enhanced attitude and mentality (Schevchuk, 2007). On top of all those benefits, it has also been found to help improve cognitive function on general day to day problems and even improve your resilience to stress. It is important to note these methods work for myself and most studies are based on generally fit and average people. Studies have found it can also have a negative effect whereby it can cause an increase in heart rate and blood pressure, which can be dangerous (The National Centre for Cold Water Safety, 2022), thus, some individuals will not benefit from this. However, I believe that everybody can benefit from this mechanism of stress tolerance by acclimatising the body to the cold whereby you can become 'shock proof' (Hof, 2020), allowing anyone to practice this method safely. Acclimation is the term for the body gradually adapting to cold water, it is possible to eliminate cold shock this way (The National Centre for Cold Water Safety, 2022).

'Now What' - Using these two methods has allowed me to cope with the stresses of training and become more resilient to obstacles that I got presented with. Which in turn

will help me tackle the new challenges I will face when entering the world of policing. My theory is that I see both practices articulated as a tool for building mental resilience in conjunction with a physical outlet to allow me to continue being fit and healthy.

Total Word Count - 1085

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.

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

Review 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 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.

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

ANSWER:

Throughout this essay I will discuss conflict within a policing role, deciphering the different levels of peoples' behaviour and potential reasons for which they react. Throughout my short time on patrol, I have noticed different types of conflict, from all out anger to a more mental and emotional side, whereby the conflict maybe more internal. In the essay I will refer to an incident I attended recently. I will avoid releasing any personal information in relation to this incident for data protection purposes. I will explain how necessary it is for an officer to use tactical communication and be able to make decisions within the moment. In order to reflect upon this incident, I intend to use Gibb's (1988) Reflective Cycle, which describes 6 stages; description, feelings, evaluation, analysis, conclusion and action plan whilst also demonstrating an understanding the core principles of policing.

Description

The first stage of Gibb's (1988) Reflective Cycle is the description, the incident I attended consisted of a female that had been made aware to police due to there being a concern for safety, whereby her family had not received any contact from her for days other than, a single text message saying to leave her alone, that also

indicated suicidal thoughts. The other reason for the call was due to the subject previously self-harming and having bad mental episodes to the point where she has tried to take her own life, thus capturing police attention. Police attended with this information in mind and due to there being no response or visible signs of life through the house, officers decided to use S.17 of Police and Criminal Evidence Act 1984 (PACE 1984). Upon entering, my colleague and I found the female lying on a settee and was unresponsive momentarily, however a couple moments later the female responded and stated that she didn't want to cooperate with police and just wanted us to leave. During this point of the incident, I had to use tactical communication with the female to ascertain any information as to whether we could help her, both me and my colleague spoke to her to try and build a rapport as she did not want us there nor did she want to engage in any conversation. I have then noticed the female start to become more agitated. Throughout the time spent at the address the female would have periodic moments of rage and conflict and was extremely volatile in her actions.

The female kept jumping between normal conversation of her mental health problems through to fits of rage whereby she would throw her belongings around the room and scream at officers. Throughout this conversation I found she was communicating better with myself rather than my colleague, due to her comparing my colleague with her mother, whom she does not have a good relationship with. This was illustrated by my colleague and I asking the female questions and starting to notice that her replies towards my colleague were becoming snappier and more aggressive, although she remained calm with myself. After a multitude of questions from my colleague the female finally burst into rage, screaming at the officer telling her to leave before "you get hurt" therefore indicating high amounts of aggression. At this point my colleague had removed herself from the situation to sort other issues. After this I have remained engaged in conversation with the female, attempting to offer her help and ascertain if she would benefit from anything. I found by asking her open questions it seemed to calm the female down Cuncic (2022) describes that using open ended questions through active listening keeps the person who is talking engaged with who is listening. After researching this I have learnt that asking open ended questions provides a multitude of benefits when actively listening to someone because it shows you are listening well enough to respond with a question that is more than 'yes' or 'no'. The female informed me that she feels angry all the time and has moments where she does not want to go outside due her anxiety. Having researched into anger issues and the causes of such, I have found that the female has a direct link to her anger issues due to her disclosing previous traumatic memories as well as feeling like she is always being let down by her family. This has a direct correlation as to why she would prefer to stay away from her friends and family due to her sporadic outbursts of rage. According to the research by Cirino (2019) we can determine that having issues such as previous traumatic events, work or relationship issues or just being in an event that is uncomfortable can all cause anger problems. Which then subsequently leads to symptoms such as feeling like the person must hide or hold in their anger, compiled with constant negative thinking and being physically violent when their angry or stay away from certain situations or people to avoid it entirely.

Feelings

The next section of the Gibb's Reflective Cycle is feelings and identifying how I felt during this process. My overall thoughts and feelings of the call were compassion and sympathy due to the individual's situation. It was partly due to her not having many good relationships in which she could rely on. This was difficult when trying to provide her with options as there was clearly a lack of support from most of her friends and family. I found this a quite challenging because I couldn't help but think if it was me in this situation and what I would do if it were my family and the position I would be in if it appeared like I had no options for help. However due to being a police officer I had to remain professional and offer solutions to which may be obtainable such as speaking with her neighbour whom she had mentioned once before, stating that they speak to each other every now and then, due to the neighbour experiencing similar events with her family.

Evaluate

The next stage of the Gibb's Reflective Cycle is the evaluation. During this incident I recognised a multitude of feelings, more so mental as appose to physical due to it being in relation to a mental health call. By putting myself in the individuals' shoes, it has made me consider the events they have gone through and therefore allowed me to understand the tough time she has undergone. By evaluating the situation, it has made me think that everybody has their problems but not everyone has the support in place to help them get out of a tricky situation. Kurkland (2018) articulates that "When we are caught in negativity, it can spiral quickly and lead to feeling stuck and overwhelmed, and sometimes even hopeless. The more we get caught in negative thoughts, the more those thoughts can prompt negative feelings, and in turn can affect behaviours in negative ways"

I believe that the situation went well due to the rapport I had built with the female and the fact she expanded on her personal past issues. This allowed me to evaluate the situation and advise accordingly. For next time I would look to improve on confidence at the start of the conversation, due to my colleague initially taking the lead, I believe if I had initiated the conversation sooner, the female may have remained calm throughout the entire occurrence.

Analysis

For the analysis of this situation, I will mention what actions I carried out during the occurrence and how I believe this effected the female. Firstly, I chose to remain present and engage with the female whilst officers sorted other matters. I did this just for one simple reason, I believed she mainly needed someone to talk too and listen, due to her describing that on the rare occasion her son comes to visit, he is only interested in money and does not seem to care about her well-being. Although, having spoken with the female for as long as I did, this is not a permanent solution so my next suggestion was re-mentioning her neighbour, how she should try reach out and speak to them. I mentioned it is highly likely that her neighbour is also looking for a friend but maybe too anxious to ask. I noticed that this sparked an interest in the female and although she didn't say she would, I had a feeling she was building up the courage to go over that day. Gordon (2015) states that "Being more

courageous in your life will help you respond appropriately to risks and accomplish positive things in your life”.

Conclusion

From this incident I have learnt a great deal, whereby just understanding people and being able to communicate just as a normal person as appose to an officer allows for a deeper understanding of a person’s situation and therefore hopefully a better outcome. By talking with the female and evaluating her situation I was able to be sympathetic all whilst remaining professional. For this situation I used a multitude of methods, one of which being the National Decision Model (NDM) whereby an officer can look at any policing incident and assess the situation and provide an outcome accordingly. The NDM consists of five parts, however certain steps can be revisited if the incident develops or changes in any manner.

Action Plan

In future I will consider just spending a little extra time to take in someone’s individual situation and make them feel understood, albeit where it is applicable due to the demand of policing. For next time I will also consider the “think small approach’ (Gomez, 2019) whereby breaking problems up into little bite size pieces gets the momentum going to tackle bigger issues. This is extremely useful for people suffering with mental health due to it not being too overwhelming and allowing for little wins to occur throughout their day.

TOTAL WORD COUNT - 1650

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.

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

Explain 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.

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

ANSWER:

INTRODUCTION

During this essay I will aim to provide a detailed description of an incident I have attended and played a significant role in. I will also explain and reflect upon my actions in relation to the subject and the outcome of such and finally I will look to illustrate the values in which I based my decision off and why I believed it was the best option. These values have been obtained via the Gwent Police website (2023) these behaviours allow for officers to make fair and unbiased decisions that can navigate through an incident allowing for officers to be integral, fair, and accountable for their actions. Gwent Police (2023) stated "Ethical behaviour comes from the values, beliefs, attitudes and knowledge that guide the judgements of each individual Police Officer." Therefore, implying that every officer will deal with a situation differently however, officers should include these principles to allow for a fair and honest outcome.

DESCRIPTION

This incident involved me and other officers attending an address due to receiving a call from a concerned parent stating that one of her daughters had tried attacking her other daughter. When I arrived I liaised with the mother and she explained to me that the family had gone out to celebrate the father's birthday and everything seemed calm and peaceful, however, on the way home the second daughter (the victim) had said to

first daughter (subject) that she seemed moody and should take her meds, this has then caused the first female into fits of rage which resulted in an argument in the car. Upon arriving home, female 1 has run to the front door and punched it full force, causing no damage. After the rest of the family had come into the house female 1 seemed to have calmed down momentarily. Female 2 has then apparently remained quiet as she was frightened of her sister's behaviour and has tried to go upstairs to her room. At this point female 1 has burst into a fit of rage again and has tried to punch female 2. The mother has then described to me that her and the father has had to restrain female 1 as she was adamant on hurting female 2. The mother has then explained that they had managed to get female 1 to her room where she has then continued to shout for her sister by saying "come in my room and see what I've got for you". The mother has told officers that she was implying she had some sort of weapon but has remained in her room the whole time. The family have then described to me that female 1 is on medication due to her bad mental health and personality disorders. and that she has not been able to take it for 5 days due to a shortage from the chemist. The family told me that she becomes aggressive when she does not take her medicine but has never been this bad. As stated by Healthy Place (2017) "When a person is depressed or has a form of personality disorder, many times they don't care how they come across. And with impulsivity, a lack of control, a person may just blurt out their feelings and not think about the ramifications."

I have then gone up stairs and stated that it's the police, I have been cautious entering the room and have managed to get in safely. I have then spoken with female 1 to ascertain whether there was anything we can do to help. At first the female did not want to engage with myself however I have then used distraction questions to get her talking. I.E I have enquired about her pets and which her favourite was, this allowed me to build a rapport with the female which resulted in her opening up more to me and explaining her situation. She stated that for most of her life she had been bullied by people from her school. She told me this has had a massive effect on her confidence and found that she was isolated from most people in her school with no real friends to consolidate in. She told me that at one-point last year it became too overwhelming for her to deal with and as a result stayed home in bed for days. Since this she has been diagnosed with borderline personality disorder and emotional regulation disorder and is now being prescribed medication to help combat this. Female 1 told me that the medicine helps significantly and finds her moods and hormones are more stable when she takes it. Having studied into personality disorders I have found that there are four main behaviours that are displayed from people, two of which are, impulsive behaviour and intense but unstable relationships (NHS, 2019) which were exhibited by this female.

The female has then disclosed that she had recently broken up with her partner, who was a trans female, who had just undergone surgery to transition to female. After enquiring into the relationship, I found out that it was a very unstable and non-pleasant partnership which in turn had a negative effect on the female's life. Having researched into this I have found that being apart of a toxic relationship has a direct correlation into mental health and can affect a person's everyday confidence and ability. As stated by Serene Health (2022) it can make a person feel like they are trapped with no way out or there is no one that can help them.

EXPLAIN

Reflecting upon this incident has made me feel compassionate for the young female as she is clearly having a tough time with building friendships and relationships with people. Having also disclosed to me that her parents were not fully accepting of her trans female partner, made female 1 feel as though she had no one, especially when her relationship with the trans female started to become rocky. The female has also mentioned she believes her parents are not fully supportive of her and who she is as a person, due to her saying "I'm struggling to find my sexuality and think my parents want a traditional daughter". Having heard this and putting myself in her shoes allowed me to best engage with the young female and whereby I tried to understand her point of view. The female also disclosed to me that due to the recent breakup she was just struggling more than usual because she felt like she then truly had no one. Whilst discussing the family pet with the female I noticed that she found comfort and would cuddle the dog for company. I found that this brought out a happier side to the female and noticed a change instantly. Having studied into this I have found that having a pet can help your mental health in a multitude of ways, firstly by adding structure into your day, by having a pet you automatically assume responsibilities and are required to take care of it, this is good for most people as it teaches them many lessons in life and gives them purpose, they may otherwise be lacking. Having a pet is also shown to increase people's fitness due to them partaking in either walking or running with the pet. However, they also help on boosting self confidence and lowering anxiety as the pet can give you a sense of security, especially for people who tend to keep themselves to themselves (Mental Health Foundation, 2022)

ILLUSTRATE

Due to this being more of a mental health call and not so much an offence, I have made the decision to not conduct an arrest or move the subject out of the property, even though it would be regarded as a domestic incident. However, I have thought it was best to leave the female in the safety of her own bedroom with her pet, because I believed that it would make the females mental health worsen if we chose any other route. I also believed that taking her away from her parents was less safe and due to the incident only happening because a shortage of medicine, which only reinstates the fact of how necessary it is for her.

TOTAL WORD COUNT - 1369

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.

Give a brief description of 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. **Consider** the role of discretion in the decision-making process.

Explain 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 **analysis** of the potential impact of bias on the decision-making process.

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

ANSWER:

Throughout this essay I will illustrate how important critical decision making and officer discretion is when partaking in policing incidents, as well as mentioning the 'slow time enquiries' of conducting investigations and criminal justice. To allow me to explain these points I will re-call a time where, during my short career as a police officer, I have dealt with a situation that will allow me to execute these points.

The incident involved officers attending a popular social club due to a large fight breaking out, whereby a group of males had started acting aggressively due to the first male's wife being sexually assaulted by a stranger, this caused an altercation between the two parties and therefore resulted in three males starting to fight the stranger. Upon police arrival the incident had been brought outside, a large group had gathered so me and other officers have separated different parties and tried to ascertain what had happened. Having spoke with the Social Clubs security I found out that the two out of the three males had continued fighting even after the Security's involvement. After then speaking with Male 1 I noticed he was still verbally aggressive and continued to make threats. This male had lost four of his teeth and was very sporadic in his behaviour, whilst officers were talking to him, he would drift from somewhat of a calm state to fits of rage. This was due to his intoxication levels. Having studied into the effects that alcohol can have, I have found that among many short term effects, alcohol can lead to an increase in aggression and roller coaster type of behaviour (NHS, 2018) a further study was conducted and dictated that "there is an overall dampening effect

from alcohol on the prefrontal cortex, even at a low dose of alcohol we observed a significant positive relationship between dorsomedial and dorsolateral prefrontal cortex activity and alcohol-related aggression.” This clearly backs up the incident in question due to male 1 presenting as such, he was calm and manageable to begin then would burst into moments of rage followed by another stage of being calm (Denson, 2018)

However due to myself and other officers having four different accounts as to what actually happened and to prevent anything further from happening myself and officers have used our discretion to disperse everyone from the area to avoid any more incidents. My sergeant decided this was the best way to deal with the matter due to the varying accounts as to who was at fault, so subsequently everyone was dispersed and sent home as oppose to being arrested. The decision was based not only off officer discretion but also making use of the National Decision Model (NDM) whereby an officer can look at any policing incident and assess the situation and provide an outcome accordingly. The NDM consists of five parts and runs from start to finish, however certain steps can be revisited if the incident develops or changes in any manner. The steps consist of gathering information and intelligence, assessing the threat and risk, considering what powers and policies we have available, identify options and contingencies, and finally take action and review. By using this tool, it has allowed myself and other officers arrive at a decision that was the best outcome.

“Officer discretion is a useful and necessary part of an officer's ability to do their job, as police officers must often make quick, in-the-moment decisions that cannot wait for specific laws to be consulted or reviewed” (Liddell, 2022) as stated above and backed up from the refence, officer discretion was the best used tactic in relation to the incident due to it being so diverse and hard to control.

This then lead officers, myself included, to conduct an investigation in slow time which allowed for a methodical and step by step approach. Which first entailed re-viewing the CCTV of the suspects movements on the night in question and to ascertain which party was at fault. Having reviewed the CCTV it clearly shows that the three males get into a verbal argument with the above-named stranger and when escorted out by the door security staff, males two and three have then become even more aggravated to the point they started fighting with the bouncers, officers have then made the decision that these males were entirely in the wrong and that their actions unjustified. However, the footage shows that outside of the social club the first male is engaged in conversation with door security and is shown to be describing the incident, a couple moments later, a completely unreasonable and quite frankly unwarranted action has taken place whereby the bouncer has punched the third male to the face. This has caused the male to be knocked unconscious momentarily and has drawn blood from his mouth. Having studied into bouncers and what they are allowed to do within a confrontation, I have found that they are allowed to use force, if they first receive a threat or actual physical violence from someone else. However, this must be reasonable and needs to be justified. (Kirkham Et al, 2018) states that

“Bouncers can enforce and issue verbal warnings, ask you to leave, Check for ID, refuse entry if you're too intoxicated, fail to comply with establishment policies, or engage in aggressive behaviour, Call the police, Protect innocent bystanders from violence, Break up fights they are not involved in and Respond with equal force if necessary” due to this I have brought the bouncer in for a voluntary interview to

ascertain his side of the story. Having reviewed more of the CCTV it clearly shows that a few minutes later another suspect assaults male 1, however due to being unaware of his identity at the time of writing this, I have requested for both facial recognition and a bulletin to be posted around the local area in hopes that other officers can identify the suspect.

The Criminal Procedure and Investigation Act 1996 (CPIA) is a piece of legal legislation that is governed by United Kingdom that regulates the procedures of the investigating and prosecution aspect of criminals and the offences committed. The CPIA consists of a multitude of parts that range from disclosure of evidence from the prosecutor to the defence to the criminal investigation as a whole. As stated by the College of Policing (2022) an investigation may be carried out if the following is apparent, "crimes that have been committed, identifying whether a crime has actually been committed, with a view to commencing criminal proceedings and crimes that the police believe may be committed, for example, when premises or individuals are kept under observation for a period of time, with a view to the possible institution of criminal proceedings".

Throughout this incident I had a constant reminder about policing values and how best to deal with suspects and victims. Whereby I had fairness placed at the front of my decisions making process due to the varying accounts of what happened, thus, allowing anyone to or share their point of view but primarily to ensure the truth was unveiled. Fairness is vital to consider, for example, having researched into studies of alcohol and believability, I have found that people are less likely to believe a drunk person when they are explaining a story of events. According to Broadway Treatment centre (2020 paragraph.2) "Alcohol can also make people fabricate stories, respond with emotions they don't really feel, and otherwise simply react based on whatever they're feeling in that moment. A drunk's reactions aren't really to be trusted." Therefore, backing up why people are less likely to believe a drunk person, however, due to considering the other people present versions of the incident which backed up male 1's version, I was more inclined to believe him. I also aimed to not be influenced by my own schemas towards drunk people and tried to remain professional throughout speaking with both parties present, thus, allowing for a fair and integral way the incident was managed. The next way that I have displayed policing principles was via objectivity, in that, I have only worked off the evidence that is factual, that being the CCTV capturing the whole event in clear quality. To allow for an un-bias approach as appose to just taking the word of the bouncers involved or the three males.

TOTAL WORD COUNT - 1391

Task 5

Personal Development Plan (PDP) / Learning Plan.

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. Please note that this not the actual number of words you need to use, the wordcount reflects the thought and research you put into it.

Identified area for development	How it will be achieved	Who can provide support?	Timeline
Statement and OEL writing- Whereby I need to become more accustomed to remembering events and then writing them in chronological order, whilst not missing out key parts or evidence.	During my tutorship my tutor has provided with fake scenarios that I have had to write up and consolidate if it were a real job.	My tutor – has given me a basic template which outlines how to write the events of the incident.	I aim to become more efficient and comfortable with these two writing pieces before the end of my tutorship. This will give me to the confidence of being capable of writing up various jobs. This also allows for me to become more informed as to what information is needed on certain incidents.
How best to prioritise my workload and maximise efficiency	By practising the writing aspect of the job, due to believing that it is the least efficient aspect of my role and it being the part that I am least confident in whilst also taking up the most of my time.	Mainly experienced officers such as my tutor until I pass my tutorship as well as my colleagues and sergeant. By asking a variety of colleagues how they deal with their workload and manage time will allow me to build up an understanding of	By the end of my tutorship -

		what is manageable	
To become an overall well-rounded officer - meaning I aim to have an understanding of most scenarios and incidents.	By fully immersing myself in every incident available, this will go hand in hand with maximising my efficiency which in turn allow me finish my current workload faster therefore allowing me the time and freedom to attend as many calls as possible	My tutor will provide help and support as and when needed, especially during Incidents that I have not dealt with previously. My colleagues and sergeant can also provide support when I pass my tutorship period.	Ideally, I would set this target to be achieved by the end of my tutorship however I believe this is not enough time to fully take in every single aspect of every call within my first three months nor is it a long enough time frame to give myself the ability to attend all the various incidents that the police deal with. So, I will aim to reach this level of officer at my 1 year service of being out on patrol.

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.

Reference list

Borton, T. (1970). *Reach, touch, and teach*. New York McGraw-Hill.

broadwaytreatmentcenter.com. (2020). *Do People Actually Tell the Truth When Drunk?* [online] Available at: <https://broadwaytreatmentcenter.com/blog/do-people-actually-tell-the-truth-when-drunk/> [Accessed 1 Mar. 2023].

CDC - Centres for Disease control and Prevention (2021). *Help Your Brain Stay Sharp*. [online] Centers for Disease Control and Prevention. Available at: <https://www.cdc.gov/nccdphp/dnpao/features/physical-activity-brain-health/index.html#print> [Accessed 28 Jan. 2023].

Cirino, E. (2019). *Why Am I So Angry: Causes, Symptoms, and Treatments*. [online] Healthline. Available at: <https://www.healthline.com/health/why-am-i-so-angry#outlook> [Accessed 8 Feb. 2023].

College of Policing. (2022). *Investigation introduction | College of Policing*. [online] Available at: <https://www.college.police.uk/app/investigation/investigation-introduction?highlight=cpia>.

Cuncic, A. (2022). *How to Practice Active Listening*. [online] Verywell Mind. Available at: <https://www.verywellmind.com/what-is-active-listening-3024343> [Accessed 8 Feb. 2023].

Denson, T. (2018). *Alcohol aggression: Brain scans show why people get aggressive*. [online] Express.co.uk. Available at: <https://www.express.co.uk/life-style/life/918511/Alcohol-aggression-Brain-scans-why-aggressive-after-drink> [Accessed 16 Feb. 2023].

Gibbs, G. (1988). *Learning by doing: a Guide to Teaching and Learning Methods*. London: Oxford Further Education Unit.

Gomez, A. (2019). *6 reasons why small steps are the best way to tackle big goals*. [online] Thrive Global. Available at: <https://community.thriveglobal.com/6-reasons-why-small-steps-are-the-best-way-to-tackle-big-goals/> [Accessed 24 Feb. 2023].

Gordon, S. (2021). *How to Live a Life of Courage*. [online] Verywell Mind. Available at: <https://www.verywellmind.com/7-ways-to-feel-more-courageous-5089058> [Accessed 24 Feb. 2023].

Gwent Police (2023). *Welcome*. [online] www.gwent.police.uk. Available at: <https://www.gwent.police.uk>.

Healthy Place (2017). *Mental Illness and Anger* | *HealthyPlace*. [online] www.healthyplace.com. Available at: <https://www.healthyplace.com/other-info/mental-health-newsletter/mental-illness-and-anger>.

Kirkham, J., Thorp, L. and Hughes, M. (2018). *Here's what bouncers can legally do to you in a confrontation*. [online] WalesOnline. Available at: <https://www.walesonline.co.uk/news/wales-news/heres-what-bouncers-can-legally-12912203> [Accessed 28 Feb. 2023].

Kurkland, B. (2018). *Reversing the Downward Spiral* | *Psychology Today*. [online] www.psychologytoday.com. Available at: <https://www.psychologytoday.com/us/blog/the-well-being-toolkit/201809/reversing-the-downward-spiral#:~:text=When%20we%20are%20caught%20in%20negativity%2C%20it%20can> [Accessed 24 Feb. 2023].

Liddell, C. (2022). *What Is Police Discretion?* [online] Study.com. Available at: <https://study.com/learn/lesson/police-discretion-overview-examples-pros-cons.html> [Accessed 28 Feb. 2023].

Mental Health Foundation (2022). *Pets and mental health*. [online] www.mentalhealth.org.uk. Available at: <https://www.mentalhealth.org.uk/explore-mental-health/a-z-topics/pets-and-mental-health>.

Mental health foundation (2022). *How to look after your mental health using exercise*. [online] www.mentalhealth.org.uk. Available at: <https://www.mentalhealth.org.uk/explore->

mental-health/publications/how-look-after-your-mental-health-using-exercise [Accessed 28 Jan. 2023].

Mosley, M. (n.d.). *BBC Radio 4 - Just One Thing - with Michael Mosley - Why we should all be taking cold showers*. [online] BBC. Available at: <https://www.bbc.co.uk/programmes/articles/4Q1s9Tyb9ZZmyqZhQk489FS/why-we-should-all-be-taking-cold-showers> [Accessed 28 Jan. 2023].

NHS (2018). *Overview - Alcohol misuse*. [online] NHS. Available at: <https://www.nhs.uk/conditions/alcohol-misuse/>.

NHS (2019). *Overview - Borderline personality disorder*. [online] nhs.uk. Available at: <https://www.nhs.uk/mental-health/conditions/borderline-personality-disorder/overview/>.

NHS (2021). *Benefits of Exercise*. [online] NHS. Available at: <https://www.nhs.uk/live-well/exercise/exercise-health-benefits/> [Accessed 28 Jan. 2023].

Serene Health (2022). *How Toxic Relationships Affect Mental Health: And How You Can Heal*. [online] Serene Health. Available at: <https://serenehealth.com/mental-health-and-toxic-relationships/>.

Shevchuk, N.A. (2008). Adapted cold shower as a potential treatment for depression. *Medical Hypotheses*, [online] 70(5), pp.995–1001. doi:<https://doi.org/10.1016/j.mehy.2007.04.052>.

The National Centre For Cold Water Safety (2022). *Acclimation To Cold Water*. [online] cold water safety. Available at: <https://www.coldwatersafety.org/acclimation-to-cold-water>.

The national Centre For Cold Water Safety (2022). *Why It's Dangerous*. [online] cold water safety. Available at: <https://www.coldwatersafety.org/the-danger#:~:text=Because%20skin%20blood%20vessels%20constrict%20in%20response%20to> [Accessed 15 Feb. 2023].

Wim Hof (2020). *The Wim Hof method : activate your potential, transcend your limits*. London: Rider, An Imprint Of Ebury Publishing.

CONFIDENTIALITY and PLAGIARISM – Will be confirmed through Turnitin.

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

By signing the section below you are acknowledging your progress on O.C.P. This is recognised by the university as work that is fully supporting this module and 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: _ O.Jeffreys _

Date: 03.03.2023